

CURTIS BROWN

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IT executive leader who infuses innovation, collaboration, and process improvement to drive growth and deliver a world-class customer experience. Transforms organizations by aligning resources with business objectives, creating a performance-focused culture, and leading teams through change.

Core areas of expertise:

- Building strong partnerships to align business stakeholders.
- Developing roadmaps to deliver multi-year IT projects aligned with business objectives.
- Recruiting, mentoring talent, and empowering teams to perform at their peak.
- Building Service Delivery and IT Operations on Agile methodologies to improve productivity and quality.
- Leading digital transformation by leveraging partners, automation, and efficiently using resources.

PROFESSIONAL OVERVIEW

UNIVERSITY OF CALIFORNIA, LOS ANGELES (UCLA), Los Angeles, *World-class research & medical institution*
Senior Director of Service Delivery 2019–2020

Reported to UCLA Health IT CIO, directed over **100 employees** and managed **\$20 million budget**. Responsible for executive leadership of: Infrastructure, Engineering, Network, Client Services, Program Management Office (PMO), Desktop, and Procurement.

- **Spearheaded COVID-19 response.** Reviewed programs, portfolios, and budget impact. Deployed Microsoft Teams to schools. Virtualized IT Connect (Genius-bar service). Managed 164% surge in tickets. Procured wipes, gloves, and masks for staff.
- **Turned around project 2 years behind schedule** to integrate 3 schools into a shared service portfolio. Developed new timeline, project plan, and built relationships with key stakeholders to launch project.
- **Matured IT service management model** for Client Services team. Established new team strategy and metrics to evaluate performance. Aligned ServiceNow workflows, dashboards, and reports.
- **Capacity expanded by 35%** for Desktop team by defining roles, separating duties, and tiering service.
- **Job satisfaction increased from 70% to 82%** for Client Services after creating new meeting structure, formalizing communication, and developing new processes to gather feedback and action items.
- **Strengthened information security and audit posture** partnering with CISO and security teams to redesign handling of escalations for the David Geffen School of Medicine.
- **Provided leadership, direction, and support** during leadership changes and multiple reorganizations. Revamped governance structure and stakeholder management processes. On-boarded new CIO.

KONICA MINOLTA – ALL COVERED, Anaheim, *Major managed IT service provider*

Director of Service Delivery 2019

Virtual CIO for over 150 clients in All Covered's largest market, Southern CA. Reported to Managing Director. Directed team of **25 geographically dispersed employees** and managed **\$12 million in revenue**. Areas of focus included business analysis, business intelligence, project management, infrastructure management, risk management, enterprise architecture management, and customer relationship management (CRM).

- **Increased customer satisfaction from 72% to 89%** in 5 months by improving the quality of service delivery – aligning staff and business processes with national strategy. (CustomerGague)
- **Service Level Objectives (SLO) met at 96% (up from 79%)** after rolling out new agile workflows leveraging Microsoft Teams, Planner, and OneDrive. (Domo)
- **Reduced critical incidents from 72 to 3** carried by Los Angeles market in 3 months.

- **Bolstered engineer utilization from 78% to 89%** after redistributing customers and territories.
- **Created IT strategy and maturity model** to transition market from reactive to strategic state.

WESTED, San Francisco, Ed Tech company that created & administered Common Core 2006–2019
Director of IT Operations 2016–2019

Reported to head of IT, directing a team of **20 employees** and managing a **\$10 million budget**. Responsible for vision and leadership of: Systems, Network, Telecommunications, Security, Procurement, Asset Management, Vendor Management, Applications, Help Desk, and Training. Pivotal in leading technology initiatives that increased operational efficiency 20% company-wide, enabling 11% revenue growth (\$153 > \$170 million).

- **Improved organizational satisfaction to 98%** partnering to align priorities and develop roadmap.
- **Bolstered team's engagement to 90%** by initiating cultural transformation, emphasizing customer service, accountability, and business process improvement practices.
- **Raised team efficiency from 80% to 97%** by adopting Agile best-practices, new tools, and daily scrum.
- **Increased data center uptime from 96% to +99.9%** after formalizing incident response & new Disaster Recovery (DR) strategy. Assembled DevOps team to architect cloud design & migrate to AWS.
- **Saved 30% on total cost of network**, improved performance and network security by directing WAN redesign and move to Software Defined Network (SDN).

IT Services Manager 2013–2016

Turned around operational teams, leading IT management for **10 staff & \$2 million capex/opex budget**.

- **Customer satisfaction increased from 84% to 96% in first year** by implementing new ticketing platform, standardizing technical support processes, and instituting ITIL KPIs.
- **Unit communication rated 91%** after innovating strategy; included edutainment, KB, and SMS alerts.
- **Saved \$660,000 on ITAM labor** streamlining processes, incorporating partners, and outsourcing.
- **Negotiated 40% reduction in Microsoft licensing** while increasing cost transparency.

Other roles at WestEd: System Administrator, App & Data Developer (SQL), Help Desk Analyst 2006–2013

LUNA TECHNOLOGIES, LLC, Los Angeles, Managed Information Technology service provider
Owner 2003–2006

Founded in 2003, served as CIO for clients, scaling systems, processes, and staff to drive growth for customers.

EDUCATION

Bachelor of Science in Information Systems

California State University, Northridge
 Cum Laude

EXIN ITIL Foundations v3

Project Management Excellence (PMP Course)

University of Southern California

PERSONAL

Takes pride in values modeled by first-generation mother: building relationships, work ethic, & perseverance
 Coaches teammates at wrestling competitions (Brazilian Jiu-Jitsu & no-gi grappling)
 Enjoys strong coffee and performing magic tricks for family