

SUMMARY AND PROFILE

**Technology and Operations Transformation Executive| SaaS & AI Platform Leadership |
Rental Tech & User Experience
Driving Business Innovation with AI, Cloud, and Agile IT Leadership**

- ✓ Visionary technology leader with over 20 years of experience driving enterprise transformation, engineering excellence, and cross-functional alignment across Product, UX, Data Science, and DevOps. Proven success scaling organizations, leading agile transformations, and managing multimillion-dollar portfolios.
- ✓ Expert in AI, cloud, and scalable SaaS solutions, with a track record of building automation systems that delivered \$8M+ in operational savings, reduced ticket volumes by 75%, and eliminated 90% of tech debt.
- ✓ Experienced in building renter-facing platforms and data-driven decision systems, with a focus on scaling user experience and cross-functional delivery.
- ✓ Deep expertise in EDI (820/821) and API integrations supporting logistics and financial data workflows across complex enterprise environments.
- ✓ known for translating complex technical strategies into business outcomes, building high-impact teams, and earning trust at the board and C-suite level. Strong focus on aligning IT with revenue growth, customer success, and long-term strategic goals.

Leadership Endorsement

"In my 35 years as a computer scientist and business owner, I have not often had the opportunity to work with senior individuals who can listen, understand, evaluate, formulate, and implement. As we all know, they are few and far between. Don Vintika is one of these rare individuals. In the years I have known Don, he has always proven and shown those skills of superior managers where they listen to the people with which they work, take in all the information, and then make sound decisions only after they have processed all the ideas and input from all available sources. He is a forward thinking, "bottom-line" kind of executive. In other words, he looks and thinks outside of the box and then removes obstacles that might potentially interfere with his employees, peers, or bosses from realizing their goals."

Achievements

- ✓ Drove a company-wide digital transformation, increasing company valuation from \$31M to \$78M in two years by restructuring IT operations, modernizing systems, and launching new revenue-generating SaaS offerings.
- ✓ Won the "President's Choice Award" in 2015 for stabilizing and upgrading mission-critical systems.
- ✓ Recognized as Circle of Success Winner at Comcast in 2007 and saved \$120MM annually by implementing software solutions, optimizing Call Center operations, and delivering superior-quality customer service
- ✓ Optimized IT investments & cost efficiency, achieving \$28M in annual savings through large-scale cloud migration & Cisco VoIP deployment for 160K+ agents.
- ✓ Unified 31 disparate billing systems into a scalable SAAS platform, reducing operational costs by \$12M annually and enhancing system reliability.
- ✓ Attained \$35M in annual operating costs for Real Page by automating billing processes and initiating a series of AI and robotic process automation (RPA) solutions.
- ✓ In 2007, I played a pivotal role in the implementation of Aceyus at Comcast. This collaborative venture led to the creation of innovative solutions that significantly enhanced the real-time analytics capabilities of Comcast's call centers. This experience also provided me with the opportunity to contribute to the growth and innovation of Aceyus's technology stack. Aceyus was recently purchased in 2023 by Five9
- ✓ Collaborated with the top executives to gain buy-in and secure \$2MM+ in critical IT infrastructure upgrades.
- ✓ Negotiated & executed multi-million-dollar technology partnerships, including Accenture-led software modernization projects, transitioning legacy systems to cloud-based web applications.
- ✓ Formulated and applied disaster recovery plans and rebuilt the company infrastructure, attaining \$10M in bottom-line revenue within 2 years.
- ✓ Grew the company revenue from \$20M to \$55M by executing continuous improvement initiatives.

- ✓ Liaised with the owner and identified potential buyers to sell the company at double the original offer amount.

CORE SKILLS

Leadership & Strategy

Program Communications & Stakeholder Engagement
Strategic Portfolio Management
OKR Development & Implementation

Multi-Million-Dollar Budget Oversight
Agile Practices & Delivery Metrics
Cross-Functional Team Leadership

Technology & Growth-Stage Scaling

SAAS & Cloud-Based Solutions (AWS, Azure, GCP)
Vendor & Contract Management

Data-Driven Decision-Making & Tech ROI Optimization
Digital Transformation Initiatives

Business & Operational Excellence

Growth Mindset & Mentorship
Production Systems Reliability & Uptime Optimization

Product Data Management (PDM)
Getting Things Done (GTD) Method

Technical Expertise

- ✓ Cloud Computing & Infrastructure – AWS, Azure, GCP, Hybrid Cloud Architecture, SAAS, PAAS, IAAS
- ✓ Software Architecture & DevOps – Microservices, API-Driven
- ✓ Development, Kubernetes (K8s), Docker, CI/CD Pipelines
- ✓ Scalability & Performance Optimization – High Availability (HA),
- ✓ Load Balancing, Distributed Systems, Caching Strategies
- ✓ AI, Machine Learning & Automation – AI/ML Strategy,
- ✓ RPA (Robotic Process Automation), Generative AI, Predictive Analytics
- ✓ Enterprise Systems & Security – Identity & Access Management (IAM), Cyber Security & Risk Management, Compliance (SOC 2, GDPR, HIPAA)
- ✓ Data Engineering & Analytics – Data Warehousing, ETL Pipelines,
- ✓ Big Data Processing, SQL & NOSQL Databases
- ✓ Programming & Databases – Python, Java, .NET, MSSQL, Oracle, PostgreSQL, MongoDB, Redis

PROFESSIONAL EXPERIENCE

VINTECH LLC, FOUNDER AITOOLPLACE.COM / Elgin, IL

Principal Consultant

Sep 2021 to Present

An Independent management consultant providing various Technology Consulting Services in the Real Estate, Finance, Telecommunications, Medical/Health Care, Education, and Manufacturing markets.

- ✓ Directed strategic planning and delivery for complex technology initiatives, including AI automation, AWS migrations, and ERP upgrades, ensuring alignment with client business objectives and operational efficiency.
- ✓ Partnered with stakeholders to develop scalable solutions, including migrating enterprise systems to AWS, resulting in enhanced agility and cost savings.
- ✓ Delivered value-driven product development by assessing client needs and building proof of concepts in real estate and finance, enabling innovative market entry strategies.
- ✓ Improved operational accuracy and efficiency by automating tax data collection processes through the implementation of AI and RPA tools, reducing processing time by 50%.
- ✓ Optimized compliance processes for a financial client, saving \$200K by reallocating IT resources and implementing targeted team training programs.

Core Skills:

AI-Driven Marketing Automation, Marketing Strategy, Enterprise Software Solutions, Agile Methodologies, Requirements Definition

AI and Marketing Automation:

Designed and delivered AI-driven marketing automation services to help businesses achieve measurable growth and operational efficiency. Key initiatives include:

- ✓ Adaptive Lead Generation: Implemented AI strategies for real-time, personalized outreach, increasing lead conversion rates by 15%
- ✓ AI-Powered Content Personalization: Developed dynamic content strategies using AI to enhance user engagement and customer retention.

- ✓ Conversational AI: Deployed chat bots that automated over 10% of customer interactions, reducing response time and improving client satisfaction.
- ✓ Workflow Optimization: Integrated AI into marketing platforms, automating workflows and achieving 15% efficiency gains

Founder of AIToolPlace.com:

Established a platform to empower professionals by providing in-depth resources on AI, RPA, and machine learning tools. Through tutorials, reviews, and discussions, AIToolPlace.com supports the adoption of innovative solutions that streamline processes, improve customer experiences, and drive business growth. By leveraging cutting-edge AI solutions and marketing automation, I have enabled businesses to optimize operations, enhance strategic decision-making, and achieve sustainable growth.

REALPAGE / Dallas, TX

Senior Director Engineering

Aug 2017 to Apr 2021

RealPage is a private company providing a technology platform that enables real estate owners and managers to change how people experience and use rental space.

Headed 24 direct and 80 indirect reports to regulate overall engineering operations of six domestic and abroad locations while reporting to the SVP/Executive of Engineering. Led the development and installation of a data transformation engine to support teams in completing all development tasks within defined timeframes. Led **EDI** and API integrations for high-volume financial transactions and property logistics, streamlining order, billing, and vendor coordination workflows across multiple platforms.

- ✓ Trained and mentored a cross-functional team on best practices regarding Azure, Jira, and SAFe Agile principles to foster a productive work environment across six locations and yield value-over-time outcomes, estimated at 4 million annually.
- ✓ Managed **EDI** integration for automated data exchange between RealPage and external partners, optimizing financial transactions and property management workflows. Spearheaded enhancements to EDI infrastructure, reducing errors, improving data security, and increasing processing speed. Collaborated with cross-functional teams to ensure seamless system interoperability and regulatory compliance.
- ✓ Led a multi-million-dollar portfolio of AI & automation initiatives, delivering \$8M in annual cost savings and streamlining enterprise workflows for 500M+ monthly transactions.
- ✓ Transformed customer experience, increasing satisfaction by 150% through the seamless integration of SAAS-based billing platforms automation frameworks. Increasing user satisfaction and simplifying the rental lifecycle."
- ✓ Consolidated five systems into three and managed fully integrated systems from newly acquired companies to enhance overall efficiency.
- ✓ Instigated new monitoring tools and security layers to strengthen the security and augment the performance of platforms, including Kong API Gateways and WAF.
- ✓ Decreased the processing time by 70% through the implementation of cost-effective business plans, saving 8 million annually.
- ✓ Reconciled \$500M to \$800M monthly by designing external and internal applications and streamlining all activities related to billing systems, client portals, payment portals, and workflow applications.

AMERICAN UTILITY MANAGEMENT / Oakbrook, IL

Chief Technology Officer | Chief Information Officer

Nov 2014 to Aug 2017

A private company acquired by Real Page, facilitating clients with technology tools for the utility management space.

- ✓ Recruited and mentored a high-performing technology team, fostering an agile culture to deliver large-scale initiatives within budget and time constraints.
- ✓ Led the implementation and optimization of EDI systems to streamline utility billing and data exchange processes. Integrated EDI solutions with enterprise platforms, improving accuracy, reducing processing time, and enhancing vendor communication. Ensured compliance with industry standards while automating workflows to support scalability and operational efficiency
- ✓ Fostered a collaborative work environment by offering training and coaching to team members to enhance development skills and uplift the performance of core systems, such as Oracle and Microsoft.
- ✓ Elevated business value by determining and capturing new business development opportunities and adding new revenue resources.
- ✓ Turned around an underperforming company by recommending changes in technology and IT operations to obtain a 2X increase in value/price from \$31MM to over \$78MM in two years.

- ✓ Administered a team of 16 IT developers, 8 IT infrastructures, and 4 PMO/QA employees, resolved synchronization and stability issues, and recruited top talent to optimize the IT operations of three departments.
- ✓ Enhanced organizational resilience by implementing disaster recovery plans and automated auditing processes, resulting in uninterrupted operations and a \$10M increase in bottom-line revenue within two years
- ✓ Investigated a fraud case committed by an IT contractor, prepared reports on findings, and fired the vendor immediately while acting as a strategic member of senior-level leadership.
- ✓ Provided strategic insights to eliminate daily outages that resulted in maintaining uninterrupted operations for nine consecutive months.
- ✓ Enriched customer experience by redesigning the company website (AUM-INC.com) using innovative and user-friendly designs and functions.
- ✓ Introduced new tools and technologies, including SharePoint custom applications, a digital ticketing system, and new data warehousing assets to digitalize office operations and fulfill client needs.

COMCAST CABLE / Atlanta, GA

Divisional Director of Technology | Vice President Engineering

May 2000 to Jun 2014

Comcast Cable is one of the largest video, high-speed internet, and phone providers in the US

- ✓ Directed strategic technology initiatives for the Northeast division, overseeing cross-functional teams and ensuring seamless delivery of wireless, security, and automation solutions, achieving 46% business growth.
- ✓ Recognized as Circle of Success Winner for delivering \$120M in annual cost savings by streamlining Call Center operations and implementing scalable software solutions.
- ✓ Collaborated with the regional CIO to identify and resolve critical IT issues, leveraging data-driven insights to mitigate risks and enhance operational performance.
- ✓ Deployed Cisco VoIP, CTI, and Cisco Unified Call Manager to over 30,000 agents, enabling robust communications infrastructure and reducing operational bottlenecks.
- ✓ Partnered with senior leadership and stakeholders to align technology strategies with business objectives, driving organizational improvements and maintaining customer satisfaction.
- ✓ Pioneered the adoption of cost-effective delivery processes and vendor partnerships, fostering long-term relationships that enhanced operational scalability and reliability.

EARLY CAREER

COMCAST CABLE / Atlanta, GA

Regional Director of Technology

EDUCATION AND OTHERS

DEVRY UNIVERSITY

B.S. in Telecommunications Management

Certifications

- ✓ Scrum Product Owner Certified (Spoc)
- ✓ Scrum Study - Accreditation Body For Scrum And Agile
- ✓ Scrum Fundamentals Certified (Sfc)
- ✓ Scrum Study - Accreditation Body For Scrum And Agile

TECHNICAL SKILLS

- ✓ Microsoft Office Suite (Word, Excel, Outlook, Publisher, PowerPoint) SharePoint, Azure, JIRA, CRM, ERP systems, Salesforce, Remedy, Computing & Infrastructure, AWS, Azure, GCP, Hybrid Cloud Architecture, SaaS, PaaS, IaaS
- ✓ Software Architecture & DevOps – Microservices, API-Driven Development, Kubernetes (K8s), Docker, CI/CD Pipelines
- ✓ Scalability & Performance Optimization – High Availability (HA), Load Balancing, Distributed Systems, Caching Strategies, AI, Machine Learning & Automation, AI/ML Strategy, RPA (Robotic Process Automation), Generative AI, Predictive Analytics
- ✓ Enterprise Systems & Security, Identity & Access Management (IAM), Cybersecurity & Risk Management, Compliance (SOC 2, GDPR, HIPAA) Data Engineering & Analytics – Data Warehousing, ETL Pipelines, Big Data Processing, SQL & NoSQL Databases

- ✓ Programming & Databases, .NET, MSSQL, PostgreSQL, MongoDB, Oracle, Agile, Scum, DevOps, CI/CD, .Net, MSSQL, HTML, CSS, Java, Python