

Louis Franco

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Technology and Operations Executive Strategic Planning & Execution | Global Operations | Technology Transformation

Technology and thought leader with demonstrated success building enterprise level support and infrastructure practices that facilitate growth and site reliability to support business top line. Focused on developing highly skilled organizations that foster collaboration with other groups and deliver self-service tools that help optimize enterprise growth.

Core Competencies

- Visionary Leadership
- Team Building
- Customer Focus
- Budget Management
- Operational Efficiency
- Reliability & Response
- Hybrid Infrastructure
- Retail Architecture
- Security & Compliance

PROFESSIONAL EXPERIENCE

Head of Global IT Service (Contract)

GoPro, San Mateo, CA

3/2020 – 4/2020

Responsible for global operations, EMEA, APAC of the IT service desk, including end-user engineering environment, and AV infrastructure.

CEO Strategic Coach (Contract)

Spencer Technologies, Medway, MA

08/2019 – 3/2020

Drawing on deep history and knowledge of retail IT and TechOps, I provide the CEO and President guidance with his strategic plan. Identifying blind spots and risks then suggesting solutions to mitigate those risks and potential weaknesses in future plans.

Bed Bath & Beyond, Union, NJ

Director of IT, Field Implementation Services

2016 – 7/2019

Directly accountable for technology implementation across new and existing facilities, retail stores, concepts, warehouses, corporate offices and DC's. Drove successful rollout of new systems and technologies and enabled business transformation. Oversaw team of project managers supporting Agile framework components.

- Saved over a \$1M year over year by renegotiating existing contracts with vendors. This was accomplished through a consistent focus on reviewing contracts and reassessing Bed Bath & Beyond store requirements.
- Overhauled SDLC process by adopting best practices when implementing new store technologies. This yielded a 20% decrease in release related issues.

- Led highly effective technical team in the implementation of wireless infrastructure at 1500 stores as well as corporate locations. Improved Wi-Fi availability from 85% to 99.5%.
- Replaced outdated Cisco router and switching infrastructure across 800 stores. This project facilitated the necessary requirements for new store technology designed to drive revenue growth.
- Drove an architecture initiative to discover and setup POC's in a lab for new technology. This approach sped up the adoption of new technologies that facilitated growth and efficiency initiatives at stores.

Cost Plus World Market, Alameda, CA
Director of Technology Operations

2008 – 2016

Responsible for the vision, design, and delivery of the strategic roadmap for technical operations. Responsible for all service delivery and uptime as well as store, warehouse, and corporate infrastructure located nationwide. Built and mentored a staff of 26 with budget responsibility of \$10M+ in (CapEx and OpEx).

- Implemented year over year SOX and PCI requirements. Maintaining 100% compliance.
- Spearheaded quarterly audits of AWS and datacenter spend as well as re-evaluating licensing and support requirements. This resulted in annual reductions of expenses by ~10%.
- Coached TechOps team, establishing customer-first approach and focusing on business value. This resulted in better communication, overall business partner satisfaction, and reducing service tickets by 20%.
- Migrated corporate email to Azure cloud services. This reduced hardware, licensing and maintenance expense by \$350K/year.
- Defined and implemented service levels for IT service and support, realizing 20% cost reduction and 40% improvement in customer satisfaction.
- Developed technical procedures and service delivery methodologies based on ITIL frameworks. This allowed decisions to be more data driven when prioritizing projects and issues.
- Saved over a \$250K year over year by renegotiating existing contracts with vendors. This was accomplished through a consistent focus on reviewing contracts and reassessing CPWM's store requirements.
- Performed comprehensive assessments of infrastructure organization. Implemented changes that cut contractor costs 20% and outages 50%.

Restoration Hardware, Corte Madera, CA
Director of Technology Operations

2004 - 2008

Reported to chief information officer and directed all aspects of IT operations and infrastructure hardware, data center(s), help desk, and production support for corporate and web applications with a staff of 20 and budget oversight of \$5M+, as well as infrastructure and support of www.restorationhardware.com (\$100M + eCommerce site).

- Developed PCI compliance strategy for time critical business issues, minimizing project scope and achieving \$100K+ in savings.
- Evaluated current IT infrastructure and identified technologies that managed projects and improved security, scalability, and reliability of overall environment.
- Remained vigilant, ensuring compliance with regulatory requirements (SOX, PCI), best practices, and policies and procedures.
- Upheld highly reliable and available infrastructure (LAN/WAN, telecommunications) that supported growing and dynamic business while maintaining high availability

- Enabled rapid revenue growth from \$20M to over \$75M, while consistently improving overall site availability to over 99.99%. Accomplished by establishing an SRE team responsible for performance, instrumentation, & incident response with an overall uptime KPI.
- Rescued business intelligence systems that were impacting results monitoring during peak quarter-end processing.

ADDITIONAL PROFESSIONAL EXPERIENCE

Carrera IT Services, LLC., San Francisco, CA, ***Founder and Partner***

Eze Castle Integration, New York, NY, ***Director of Integration***

Visual Concepts (Sega of America), San Rafael, CA, ***Director of Information Technology***

The Trattner Network, Los Altos, CA, ***Director of Information Technology***

Autodesk, Inc., San Rafael, CA, ***Network Engineer /Systems Administrator***

Autodesk AB, Göteborg, Sweden ***AutoCAD Product Support/Product Engineer***

EDUCATION / PROFESSIONAL DEVELOPMENT

M.I.S. Advanced continuing education for IT professionals, Göteborg, Sweden

College of Aeronautics Electronics (Avionics), All prerequisite coursework completed, New York, NY

Fluent in Spanish and Swedish

ADVISORY POSITIONS / PROFESSIONAL ASSOCIATIONS / CERTIFICATIONS

- Advisory Board Member - Spencer Technologies
- ITSM of San Francisco
- ITIL V3 Certified