

Ryan Pugatch

Summary

Product leader and digital strategy executive with an extensive technology background and expertise in developing products for enterprise business users and consumers. Focused on delivering products for consumer web, eCommerce, business intelligence and analytics, and enterprise business systems and taking a data-driven approach toward disruptive innovation. Experienced in working in mid to large global organizations and managing project budgets.

Experience

Hachette Book Group – Boston, MA & New York, NY
Vice President, Strategic Technology

1/2016 – Present

Disruptive innovator working on engaging readers in new ways and helping them discover Hachette's books and authors. Leading five product teams centered on developing products for Hachette's consumers as well as global internal business users and distribution customers.

- Created B2C web platform with innovative architecture that leverages a single source of content presented through different brands based on how the consumer reaches the content. This platform has improved site engagement and vastly decreased time to market for new web properties.
- Lead technical effort for James Patterson's B2C eCommerce platform, BookShots.com, which allows for purchasing and reading of eBooks via desktop and mobile web and Android/iOS apps.
- Developed eCommerce platform that enables college professors to order Hachette's academic books and is the primary driver of textbook course adoption and sales. This platform integrates with ERP software, allowing orders to be directly fulfilled by the Hachette distribution center.
- Implemented monthly releases for business intelligence products, iteratively shifting away from operational reporting toward KPI driven dashboards.
- Modernized fulfillment team workflows with SaaS customer service and contact center software, enabling leaders to measure and optimize team workload, adapt to changing business needs, and improve service levels.
- Created an innovation methodology for incubating new product ideas and other R&D initiatives leading to launching several programs involving new tech including Facebook chatbots and Alexa skills.
- Lead product development of Hachette's global digital distribution software, coordinating global stakeholders to assemble prioritized product roadmap for the next major software version.
- Oversee participation in standards bodies including W3C, the main standards body for the web, where Hachette leads contributions to the EPUB eBook spec.

Led reorganization of Hachette's IT organization by building new Infrastructure, Helpdesk/Desktop Support, Information Security, EDI, and DBA teams who were responsible for everything from bare metal hardware, cloud platform, application hosting, application build/deploy, database management, application operations, and IT support. Responsible for the uptime of consumer-facing sites, b2b sites, SaaS products, and internal business applications.

- As part of the relocation of Hachette's two largest offices, ran multimillion dollar project to deliver an end-to-end technology modernization.
- Modernized company collaboration by selecting and implementing a Unified Communications platform with modern telephony, video conferencing, and collaboration technologies. This enabled the company to collaborate more effectively across geographic locations.
- Restructured several IT teams, managed under-performing employees, and hired new talent, resulting in a more collaborative and productive workforce while also delivering cost savings.
- Designed and oversaw development and implementation of an Identity Management / Single Sign On platform to provide single point of authentication for Hachette's applications.
- Provided IT leadership for M&A due-diligence and post-merger integrations.
- Improved uptime and resolved critical performance issues impacting key business systems by leading a cross-functional team of developers, DBAs, and systems engineers.
- As part of SDLC, implemented standard operating procedures, application standards, monitoring, and change management to ensure consistent service delivery.
- Drove efforts to redesign network topology, migration to Office 365, and other key changes that saved millions of dollars annually.
- Facilitated the transition of critical functions from offshore to onshore, putting control of key business systems into the hands of the company instead of outsourced partners, giving Hachette more control over costs.

Shoebuy.com (now known as Shoes.com) – Boston, MA**10/2012 – 7/2013***Director, Systems Engineering and IT*

Technology leader in charge of Systems and Network Engineering, Database Administration, Release Engineering, Information Security, and IT Support. Responsible for the production environment running over 20 eCommerce websites, including Shoebuy.com, "the world's largest site for shoes" as well as hosting (in a SaaS model) several b2b websites for popular brands.

- Modernized IT infrastructure by executing a lift-and-shift and platform migration of Shoebuy.com's websites from Solaris on physical antiquated hardware to Linux in a cloud based environment with an annual cost savings of over \$250k. Managed cross-functional team of developers, systems engineers, network engineers, and DBAs to execute migration to the new environment.
- Revamped web architecture with a focus on security and scalability and created virtual cloud environment for development and testing environments.
- Implemented SDLC with change management and release/deployment procedures.
- Assembled roadmap for remediation of long standing PCI-DSS (credit card) non-compliance and accomplished passing PCI-DSS security scans.
- Provided business analysis and technical due diligence for selection of new customer service contact center technology.
- Oversaw the Corporate IT environment and transition of IT end user services to a third party provider.

TripAdvisor – Newton, MA**9/2007 – 10/2012***Manager, Information Technology*

Hands on manager of IT organization responsible for providing and supporting the Corporate IT infrastructure consisting of OS X and Windows workstations, Linux (and a few Windows) servers, and Cisco and Juniper network gear for a global user base. Built and grew IT environment based on open source software to support employees worldwide.

- Responsible for transforming IT to be a customer service focused organization.
- Scaled IT environment to keep up with the rapid growth of the company, which went from having one office to a global organization with offices on many continents.
- Created and implemented IT standards and processes to streamline service delivery and hardware and software standards for network and server deployments and for laptop fleet to allow for rapid growth and predictable costs.
- Assembled a top notch team of systems/network administrators and IT support analysts.
- Built data backup system with open source software which protected hundreds of terabytes of data.

- Redesigned global network infrastructure for high availability and redundancy.
- Resolved uptime issues with corporate email infrastructure by migrating to highly-available architecture.
- Selected and deployed video conferencing technology globally improving collaboration across a rapidly and globally expanding company.
- Developed Single Sign On system to manage user authentication to internal and SaaS systems for all TripAdvisor companies.
- Oversaw IT M&A due-diligence and post-merger integrations.
- Key technical resource in spinoff from Expedia. Determined strategy for meeting technical needs that were required to function as an independent and public company. Negotiated IT contracts for the new independent company.
- Ensured compliance with PCI-DSS and SOX regulations and was primary resource for Information Security.

Prior work experience is available on my [LinkedIn profile](#).

Education

Northeastern University <i>Management / Information Technology</i>	2009 - 2010
Central Florida Community College	2006

References provided upon request.