

Alexander J. Piaggi

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GLOBAL TECHNOLOGY LEADER Visionary • Transformative • Strategic

Visionary technology leader with 20+ years of success driving revenue growth and executing initiatives that exceed business objectives in complex and highly regulated industries. Experienced in interacting with Board of Directors as strategic advisor and technical consultant. Possesses business-driven mindset with ability to build high-performing teams and design innovative solutions that bring value to the bottom line. Flexible and adept at accomplishing enterprise transformations that support growth, acquisitions, or mergers to deliver people, products, platforms, and process integration synergies.

CAREER HIGHLIGHTS

- ✓ 30% Goldberg product revenue growth to \$100M
- ✓ Titus due diligence tool: 6% to 75% market share
- ✓ Cut EMDS operating costs by 50% for \$5M savings
- ✓ Advised Board for strategy on 15+ M&A deals
- ✓ Transformed IT support for \$4M savings
- ✓ Consolidated 10+ ticket systems to revamp support

"Alex was the leading force and mastermind behind over 15 acquisitions in five years, providing flawless delivery, operational excellence, and over \$20M in people and application savings." John McAdams, CEO

COMPETENCIES

Technology Vision • Business Leadership & Planning • Product Design & Management
Team Building & Mentoring • Business Transformation • Relationship Management
Partnership & Collaboration • Change Management • Global Strategy & Optimization
Mergers & Acquisitions (M&A) • Board Relations/Presentations • Regulatory Compliance • Negotiation

PROFESSIONAL EXPERIENCE

TitusUSMC (Formerly US Mortgage Consultants) – New York, NY

01/2014 – 02/2024

Executive Director / Chief Technology Officer (CTO)

Direct Reports 8 | Indirect Reports 700+ | Budget \$125M+ | Revenue \$687M

Global, private equity-backed fintech provider with 5000+ employees, 30+ locations, and 1500+ clients, offering services and tools to support lifecycle of real estate financial activities. Recruited to reimagine and design technology product suite with infrastructure and information security necessary to enable company expansion and increase market share.

- Increased product revenue growth 15 times from \$12M to \$185M by developing and enhancing industry-leading secondary due diligence application that leverages machine learning and optical character recognition (OCR).
- Led IT expansion from 10 to 700+ professionals, enhancing technology capabilities for core strategic initiatives by establishing an infrastructure team to migrate Titus/USMC platform to cloud for scalable solutions.
- Achieved 60% enhanced business productivity synergies and exceeded budget targets by 15% with strategic planning, negotiation, and execution of all technical integration initiatives for 2019 Titus/USMC merger.
- Spearheaded holding to operating company transformation by integrating 15+ acquired entities and executing a business-aligned technology roadmap, resulting in a single application per platform and a streamlined workforce.
- Cross-collaborated with strategy and business development teams to vet potential acquisition targets through financial modeling, synergistic analyses, and technology due diligence for Board of Director recommendations.
- Established Data Analytics Team, BI reporting cloud platform, and operational dashboards, harnessing external loan, risk management, property valuation, and market data to empower actionable business insights.



Goldberg L.P. – New York, NY

10/2010 – 01/2014

Global Head Enterprise Product, Solutions (EPS) & Operations
Direct Reports 6 | Indirect Reports 75 | Budget \$15M

Recruited to lead newly formed EPS global technology operations for global financial information industry leader. Collaborated and partnered with key stakeholders and clients to architect support and operations model to align product decisions, service delivery, and data center strategy with business goals and objectives.

- Revamped core terminal business processes by establishing Service Level Agreement (SLA) support tiers, escalation protocols, and performance metrics, resulting in heightened operational efficiency and system reliability.
- Gathered stakeholder support and backing for design and launch of new performance metrics and ticketing system needed to support EPS service model, driving operational efficiencies that reduced resolution times by 40%.

AdvancedTech, Inc. – New York, NY

05/2009 – 09/2010

Chief Executive Officer

Technology consulting company providing executive-level advisory and management services to large organizations during transitional economic period following 2008 Global Financial Crisis.

- Saved 80%+ in support staff salaries by seamlessly transitioning Credit Deutsche to Goldberg's TOMS trading platform, boosting system scalability and speed, and outsourcing regulatory compliance.
- Provided consulting services for Goldberg to plan and establish their Enterprise Products and Solutions group, including the Technical Account Management and Operations team for organizational design and management.

JonesHill LLC – New York, NY

11/2008 – 04/2009

Executive Director – Information Technology
Direct Reports 8 | Indirect Reports 60 | Budget \$9M

Financial services firm specializing in loan due diligence and credit risk management services to the mortgage community. Invited to join start-up to facilitate technology platform transition resulting from The Spring Group (TWG) asset liquidation. Responsible for application development, network/server infrastructure, and technology operations.

- Managed enhancements to TWG Due Diligence platform, improving credit risk modeling, regulatory compliance, and contractor management, resulting in bundling loans and securities with investor appeal and profitability.
- Met with Senate, House Representative, Federal Deposit Insurance Corporation (FDIC), and GSEs (Fannie Mae) to demonstrate ability to support 2008 financial crisis government programs.

The Spring Group – New York, NY

09/2002 – 10/2008

Principal/Chief Information Officer (CIO)
Direct Reports 6 | Indirect Reports 50+ | Budget \$8.5M

Financial services company packaging and selling mortgage-backed securities, providing loan servicing, non-performing loans, and property management. Responsible for technology operations, application development, database/system administration, and infrastructure support for company growth from 9 to 800+ staff across 10 offices.

- Designed and managed the development of proprietary loan inventory management system (LIMS) for collateral valuation, loan purchase, securitization, fund management operations, accounting, and finance activities.
- Appointed to lead operational integration of acquired EMDS, incorporating LIMS application and aligning all operations, processes, and technical platforms, resulting in entity consolidation and 40% workforce savings.

EDUCATION

Bachelor of Science in Information Technology • St. John's University • New York, NY

Resume Strategy

I wrote this resume for a Chief Technology Officer of a Financial Services technology company supporting the residential and commercial mortgage industry with due diligence and risk assessment tools. Client was seeking a CTO position at another similar company. This person had over 35 years of C-level experience at major New York banking firms, but we capped the jobs history at about 20 years so as not to reveal their age. Their resume started at eight pages!

The client's primary responsibility at the last job was to show they could manage a technical roadmap and vision that directly supported the company's goals and objectives. Therefore, their resume was focused on showing accomplishments that delivered technical and operational changes that saved money or increased revenue. The focus was more on supporting the business's bottom line and less on technical tools.

Client wanted very conservative colors and designs so I stuck with medium dark blue and grey. I used boxes, framing, and shading for the main design element.

I boxed and centered title and span of control information to highlight a strong history of increasing responsibilities and long tenure at C-level leadership positions.

Career highlights and quote were bolded and moved as high as possible to draw recruiter's eye as they were strong and enterprise-level.

Target jobs were not used to develop this resume so I did not include any samples.

This resume is ATS friendly with a PNG graph and quote that were both disregarded when I test loaded this resume to the Workday ATS. The whole resume automatically loaded perfectly with no errors.

There was no targeted position used to write this job description so none was included. Client was already talking to Executive Search Firms and was interviewing for a similar position.