

Mike Aja

Senior Director of Information Technology & Cloud Services

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## **SUMMARY**

Energetic technology executive with a strong history of driving innovation, enhancing operational efficiency, and aligning tech strategies with business objectives. Skilled in leading diverse teams, deploying transformative solutions, and promoting continuous improvement. Committed to harnessing technology & talent to fuel growth and achieve outstanding results.

## **Core Competencies**

- Innovation & Technology Modernization
- IT Department & Business Strategic Alignment
- Engineering Team Leadership & Role Definition
- Policy Development & Data Privacy (NIST/GPDR)
- Budget Management & Optimization
- Vendor Management & Strategic Partnerships
- Data Management & Analytics (DOMO, Power BI)
- Performance Metrics (KPIs , Data Driven Insights)

## **Technical Skills**

- Networking & IT Infrastructure (Firewalls, VPN)
- Software Development (Scalable SDLC)
- Product Management API Strategy/Design
- Data Analysis & AI/ML Expertise
- Cloud Computing AWS/Azure/Google Cloud
- Cybersecurity Program Management
- Disaster Recovery Planning & Recovery
- Project Management, Scrum/Agile

## **EXPERIENCE**

Ensurem, LLC – Largo, FL

### **Vice President of Technology Infrastructure, Cloud & Security**

7/2021 - Present

*Strategic planning, implementation, and management of technology infrastructure, cloud services, and security functions across the enterprise. Ensures seamless integration of cloud solutions, maintains robust security measures, and drives continuous innovation to support organizational goals.*

- Developed and implemented an enterprise-wide infrastructure modernization program: Designed and deployed encrypted networks on both Azure and AWS to ensure 24/7 uptime and regional redundancy integrating Elastic Event Monitoring & Management (SIEM) for enhanced Cybersecurity countermeasures & automations
- Orchestrated a 300% expansion of System Administration and IT Security teams to 13 engineers, grew System Administration & Service Desk teams by 50%, Created Cybersecurity program, hired & developed FTE as lead
- Leveraged Microsoft Azure/Intune technologies to drive down operational costs while fostering contact center growth and aligning with expansion goals of remote workforce head count and sales goals
- Aligned projects with cross-functional teams (PMO, Software Development, Sales), enhancing collaboration and resource allocation efficiency, while managing IT infrastructure and governance programs
- Implemented NIST Cybersecurity Framework alignment, recruiting top talent, and deploying cutting-edge security tools (Elastic SIEM, XDR automations for Azure/AWS) to fortify cybersecurity posture
- Delivered comprehensive technical presentations for seed funding, showcasing expertise in IT Governance, Azure/AWS architecture, and Cybersecurity KPIs culminating in approval and \$25 million in funding from new ownership in 2020 and for the subsequent sale in February 2024 to HealthPlan One

### **Director of Information Technology & Operations**

2/2018 – 7/2021

*Managed day-to-day IT operations and strategic initiatives to optimize IT organizational efficiency. Oversaw systems, networks, and support services. Led operational improvements and streamlined processes enhancing productivity, and exceeding organizational benchmarks all while delivering exceptional service levels.*

- Led team of 7 engineers: System Architects, Systems Administrators, Service Desk personnel. Orchestrated DevOps and Security Ops for the 25-person Technology Team
- Standardized technology procurement strategies, ensuring compliance with HIPAA/NIST Frameworks, deploying encrypted workstations via MS Intune company wide
- Oversaw project management for the development of three 50,000 SQFT contact centers, managing IT service desk operations and ensuring seamless remote agent support for over 250 Agents and Sales staff
- Optimized Azure/AWS resources, supporting software development, SaaS infrastructure, and API connectivity, while monitoring all infrastructure and SaaS platforms.
- Implemented corporate network deployment, ensuring secure connectivity through TLS encryption and managing comprehensive equipment and connectivity logs.
- Devised and executed an Out-of-Band device management strategy, ensuring reliable remote connectivity and addressing compliance and disaster recovery needs.

Sensor Systems, LLC – St. Petersburg, FL

**Director of Information Technology**

5/2007 to 2/2018

*Managed IT operations, governance, and compliance audits. Designed and implemented systems for optimized data science, operations, spearheading improvements and exceeding benchmarks*

- Established IT department in ISO2700 compliance, deploying production PCs in military aerospace hardware manufacturing, enhancing testing efficiency to FAA standards
- Collaborated with Electrical Engineers to integrate LabVIEW PC workstations for quality control, facilitating engineering equipment integration
- Administered the INFOR ERP Databases for multiple entities, conducting performance updates, backups, and API integrations with 3<sup>rd</sup> party vendors
- Developed annual budgets, oversaw IT equipment procurement, introduced new technologies, conducted feasibility studies, and established user training portals
- Worked with Quality Department to attain Sensor Systems AS9100/ISO9001 Certification, aligning IT Operations with ISO 27001 Cybersecurity Framework
- Led technical governance and compliance efforts, overseeing IT security implementation and managing production-compliant CAD drawing archives
- Integrated acquired companies by documenting and analyzing IT operations, transferring and archiving data to AWS S3, formulating compliant company archive templates, policies, and disaster recovery plans

**Education**

Radford University – B.B.A Management Information Systems

**Certifications**

CISM - Certified Information Security Manager – Coursework

PMP - Project Management Professional

MCSA - Microsoft Certified Systems Administrator

MCTS - Microsoft Certified Technical Specialist

CCNA - Cisco Certified Network Associate

**Awards & Highlights**

- Propelled Ensurem to #1 fastest-growing company in 2020 Tampa Bay Business Journal Fast 50, with revenue soaring from \$28,000 to \$19.68m in 2 years
- Featured Ensurem's Tech Stack and Team in 2021 Tampa Bay Business Journal's Award for innovative leadership.
- Recipient of the 2021 Silver Hammer Award by Central Pinellas Chamber of Commerce for Design & Execution of Ensurem's Largo Headquarters

- Led the strategic design and execution of Ensurem's state-of-the-art Largo headquarters, overseeing site selection, architect collaboration, project management, and IT operations.