



ROGER SIGGS

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Roger-Siggs.com

Executive Director of Technology Infrastructure, Security, & Cloud Operations

Operational Excellence ♦ Team Builder ♦ Technology Infrastructure

Dynamic and results-driven technology executive with a proven track record of leading infrastructure, DevOps, and cloud architecture teams in global organizations. Expertise in identifying customer needs and defining early-stage requirements to deliver scalable, high-performance solutions. Known for driving impactful results, including multi-million-dollar cost savings and significantly enhanced service reliability. Known for fostering collaborative, high-engagement environments and providing integrity-driven leadership that emphasizes team development, strategic innovation, and operational excellence.

A collaborative, highly inspirational leader who adds value with:

- **Cross-Functional Leadership:** Directed globally distributed teams across infrastructure, DevOps, and security, managing up to 27 direct reports with 95% retention.
- **Innovation in Security and Cloud Operations:** Holder of two U.S. patents for secure cloud architecture, enabling third-party data monetization for Google.
- **Cloud Architecture Expertise:** Led multi-cloud strategies with AWS, Oracle Cloud, GCP, and Azure; implemented IaaS and IaaS across environments.
- **AI and GenAI Integration:** Designed and operationalized AI-based transcription services and data visualization tools like Apache Superset.
- **Operational Optimization:** Migrated teams and systems from on-premise data centers into hybrid, single, or multi-cloud platforms, reducing TCO by 70% and boosting system performance by 50%.

AREAS OF EXPERTISE

Strategy Development | Leadership | Professional Development | System Design | Cloud Computing
Networking | Identity & Access Management | Security | Innovation | Process Design | Project Management
Analytical | People Management | Cost Savings | Agile | Budget Control | Cross-Functional Team Building
GAP Analysis | International Offshoring | Multi-site Management | PaaS | PCI | SOA | SOX | SaaS

EDUCATION | TECHNOLOGY | PATENTS | PUBLICATIONS

Certifications - Coursework: ITIL v3.1 Foundations Certification; Linux - Basic and Advanced; Java Programming; AWS Certified DevOps Professional; AWS Certified Solutions Architect: Professional, OCI Certified Solutions Architect, AWS Certified SysOps Administrator: Associate, GIAC Security Essentials (GSEC)

Cloud: AWS, OCI, GCP, Azure, Kubernetes, Docker, Amazon EKS/Fargate, OCI OKE

Computer Platforms: Microsoft Windows, Linux

Logging & Monitoring: Datadog, Splunk, LogicMonitor, AWS, Dynatrace, Logz.io

Databases: Redis, Cassandra, Kafka, DynamoDB, MongoDB, AutonomousDB, Oracle, MSSQL, MySQL, PostgreSQL

Languages - Scripting: Java, Python, Go, Rust, Shell, PowerShell, Ruby, Go, Lua, C#, C++

Data Science: Jupyter Notebooks, Python, Aurora, AWS Lex, R, Tableau, Qubole, Snowflake

Tools: Terraform, Jenkins, Gitlab, Artifactory, PowerShell, Citrix Metaframe, Rundeck, Vagrant, Gradle, Active Directory, XenServer, ESXi, Lync, Call Copy, Office 365: Windows, Excel, PowerPoint, Project

Patents: Establishing a Cleanroom Data Processing Environment - US 10225259 · Mar 20, 2019

Enforcing Data Security in A 'Cleanroom' Data Processing Environment - US 10212169 · Feb 19, 2019

Publications: IAM User Automation with Python3 | AWS Boulder/Denver Meetup · Dec 9, 2014 Integrating AWS with Active Directory | AWS Advent · Jan 1, 2014 <http://awsadvent.tumblr.com/post/104927334172/aws-advent-2014-integrating-aws-with-active>

CAREER HISTORY & ACCOMPLISHMENTS



SimplePractice, Inc., Remote (Denver, CO)

The #1 practice management solution for private practitioners. Find inspiration from essential resources and news.

Senior Director of Infrastructure

May 2023 - Present

Leads a 15-person team across DevOps, SRE, DBA, Release Engineering, and Architecture to advance a next-gen cloud infrastructure platform aligned with business goals. Championed a culture of innovation, collaboration, and cost optimization, resulting in ~\$45M in savings during his tenure.

- Secured a new telehealth vendor, saving \$700K annually through strategic negotiation and aligning performance enhancements with AWS infrastructure.
- Supported and brought into production Apache Superset for data visualization as a cross-functional collaboration with Data Science teams.
- Successfully led architecture design, implementation, and operationalization of AI Transcription features for the upcoming release.
- Increased back-end service resiliency and reliability by 35%.
- Built process and protocol for 'Ephemeral Developer Environments' utilizing Kubernetes to generate dynamic test and experimentation environments.



Oracle, Inc., Denver, CO

A cloud technology company that provides organizations around the world with computing infrastructure and software to help them innovate, unlock efficiencies, and become more effective.

Director of Infrastructure Services

Jun 2016 - Jul 2022

Managed and developed a 'DevOps-as-a-Service' group and tool offerings to support multiple development teams with differing technical stacks. Responsible for leading teams, planning, designing, and implementing infrastructure platforms across various environments, integrated with existing Oracle technologies and groups, and future-proofed infrastructure architecture while maintaining production access and support.

- Established team organization to evaluate services and resources, collaborating with development teams to create processes for removing or migrating, generating a >12% reduction in annual Cloud costs within 2 years.
- Implementing team-based activities unified six distinct organizations into a single global infrastructure, with only one employee departing from the team, resulting in 95% retention.
- Implemented an AMP (Autonomy, Mastery, Purpose), enhancing team cohesion and producing measurable 1:1 feedback, empowering the teams to utilize engagement, brainstorming, and acceptance of accountability and ownership.
- Had the lead engineers walk executive leadership through a new tool, minimized back and forth between groups and lowered cognitive load, raised the profiles of senior engineers, and generated collaboration between teams while providing exposure and opportunity for the previously unknown engineers to speak in front of leadership.
 - Developed a 'security portal' with the head of SecOps for leadership to access vulnerability information, audit review materials, incident response status, and service health independently.

Senior Manager, Cloud Infrastructure Services

Apr 2015 – Jun 2016

Promoted as part of the acquisition of Datalogix, expanding teams while leading and developing a 'DevOps-as-a-Service' group and tool offerings to support multiple development teams with differing technical stacks. Directed teams responsible for planning, designing, and implementing infrastructure platforms across various environments, integrated with existing Oracle technologies and groups, and future-proofed infrastructure architecture while maintaining production access and support.

- As part of the acquisition, six Datalogix teams were consolidated into the "Oracle Data Cloud," resulting in a team expansion to 27 members and a remarkable 93% decrease in MTTR (mean time to resolution) between failures. Created sub-teams with a Senior Manager and a Director for Observability and Support.
 - The tech stack was streamlined and optimized - standardized the "how/why/when/what" of technology
 - Individual Engineer opportunity and skillset improvement - teams were given the ability to focus on greater contribution with fewer interrupts.



Datalogix | Oracle Data Cloud, Denver, CO

Provides marketing infrastructure for the data-driven era by connecting digital advertising to offline sales.

Cloud Systems Architect

Nov 2013 – Apr 2015

Designed scalable and cost-effective solutions within AWS IaaS, ensuring they were resilient and secure. Collaborated with platform data and app teams to ensure that architecture and infrastructure aligned with business requirements and adhered to technical best practices.

- Expand Measurement and Reach products to new customers, increasing revenue by 15% from Google YouTube revenue that year, and multiple patents leading the IP to the Oracle acquisition of Datalogix. Led a team to design the infrastructure architecture for the "Google Cleanroom."
- Established architecture design procedures and best practices for existing AWS Cloud services, decreasing security incidents by 90%, cloud cost by 35%, and increasing engineering and developer satisfaction.

Sr. Systems Engineer

Sep 2012 – Nov 2013

Technical Lead and Systems Engineer providing SME (Subject Matter Expert) support for Microsoft technologies, Amazon Web Services, and general architectural design.

- Closed five of seven data centers, reducing total cost of ownership, site visits, and response times while improving IAM-policy issue resolution; initiative cut physical infrastructure costs and support migration to cloud regions across DLX services.
- Served as point resource for migrating existing workflow from Rackspace hosted environment to AWS for a production system, enhancing performance by 50% at less than 30% yearly cost.
- Designed and implemented IAM Federated methodology for AWS and Active Directory integration.
- Established RBAC model for secured file and resource access for internal enterprise and AWS environments.



Alpine Access (A Sitel Group company, formerly SYKES), Denver, CO

A Sitel Group company (formerly SYKES).

Cloud Systems Architect

Aug 2011 – Sep 2012

Provided Senior-level Systems and Infrastructure Engineering support for virtual call center services. Managed approximately 4500 servers across eight domains.

- Successfully passed the SOC2 audit in less than a year without significant revisions or reviews with newly streamlined processes. Developed a set of reports and explanations for the auditors based on the metrics used to evaluate the SOC2 audit.
- Designed, built, and maintained Call Copy infrastructure for five clients, totaling over 1000 agents, and migrated 50% of those from NICE Call recording.

Early Career: Systems Architecture, Senior Consultant; Curriculum Director, Head Instructor – Rocky Mountain Swordplay Guild; Sr. Systems Administrator – Denver School of Science and Technology; IT Systems Manager – American Animal Hospital Association; System Administrator, Engineer – Rogue Wave/Quovadx Systems Administrator, Engineer – Galasource, Inc.; Adjunct Faculty – Fencing & Martial Arts Instructor, and Programmer Analyst – Glendale Community College Vice-President, Co-Founder – Tattershall School of Defense