

NATHANIEL KAM

VP Technology and Production

EXPERIENCE

VP Technology and Production

SHOOTDOTEDIT AND SUBSIDIARIES
2008 TO PRESENT

- Architect, develop, and manage applications systems, and technology infrastructure
- Design, scale, and manage client services across numerous divisions and business lines
- Responsible for the scale and management of human processes and workflow systems
- Design and manage executive decision support systems and analytics
- Responsible for the vision and management of technology teams

Interim COO

SHOOTDOTEDIT, FOTOSKRIBE, EXTRA GALLERIES
2016 TO 2018

- Responsible for all service and support strategy and management
- Setup and implemented KPI's and processes for Multi / Omni-Channel support
- Integrate Fotoskribe team and scale service offerings post-acquisition
- Integrate ShootDotEdit services and systems into Extra Galleries post-acquisition

SKILLS

Over my tenure as an executive I have focused primarily on Technology and Production Operations. I have also had tours in Marketing, Customer Success, and General Operations. These combined experiences have given me a well rounded background in most facets of business. Some of my personal highlights can be found listed below and I am more than happy to discuss any not listed here as well.

Business

- BUDGETING AND COST ANALYSIS
- PROJECTION MODELING
- STRATEGIC PLANNING
- PRODUCT MANAGEMENT
- SCALABLE AGILE FRAMEWORK / PROGRAM MANAGEMENT
- PROCESS ENGINEERING
- SYSTEMS ENGINEERING
- OFF-SHORE MIGRATIONS
- REMOTE TEAM WORK
- CONTRACTOR RELATIONS
- VENDOR RELATIONS
- HIGH PROFILE CLIENT POINT OF CONTACT
- SEO AND SEM
- PRODUCT AND SERVICE DESIGN
- MARKETING AUTOMATION
- CALL CENTER OPERATIONS
- SALES OPERATIONS

Technology

- DEVELOPMENT LIFECYCLE MANAGEMENT
- OBJECT ORIENTED PROGRAMMING
- DATABASE DESIGN
- PHP, JAVA, PYTHON, SQL
- HTML / CSS / BOOTSTRAP
- JS / JQUERY / REACT
- REST / WEBHOOKS
- LAMP
- GIT / GITHUB
- AWS
- MICROSOFT OFFICE
- GOOGLE SUITE
- ZOHU SUITE
- E-COMMERCE: SHOPIFY
- CRM: SALESFORCE
- MARKETING AUTOMATION: PARDOT, HUBSPOT, ACTIVE CAMPAIGN, MAUTIC
- HELPDESK: DESK, ZENDESK
- PROJECT MANAGEMENT: JIRA, ASANA, PIVOTAL TRACKER
- AI: TENSORFLOW
- SEO: AHREFS, SURFER SEO, YOAIST, GOOGLE TOOLS



CONTACT INFORMATION

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PROFESSIONAL OVERVIEW

Technology and Operations Executive with over a decade's proven experience in designing applications, systems, products, and teams for scale, agility, and profit.

CAREER HIGHLIGHTS

- Designed, Develop and maintain projection models for a la carte and subscription business lines
- Hubspot integration and development
- Salesforce / Pardot / Desk Integration and Development
- AWS Cloud Migration and Remote Work Shift
- Setup two off-shore divisions, ran six total
- Recruit, test, hire and on-ramp 120 Employees in six months
- Numerous full lifecycle product and service development

CORE QUALIFICATIONS

- Over 15 years in technology and operations management
- Strong background and expertise in Marketing, Sales, and Service. Have previously led both Marketing and Support departments during restructure and executive turnovers.
- Data driven and data self-sufficient; can hypothesize, report, model, project, validate, test, and automate

PERSONAL

I am passionate about keeping well rounded like a Modern-Day Renaissance Man. In my spare time I enjoy fixing things, fishing, golfing and snorkeling. I also play several musical instruments, such as piano, guitar and saxophone and sing. Outside of my tech site I also have a professional wedding photography business and food blog.

Wedding and Portrait Photography:

<https://nathanielkamphotography.com>

Food Blogs:

<https://beginnerfood.com>

<https://www.mashed.com/author/nathaniellee/>