

SEAN P. CONROY, CISSP

CHIEF INFORMATION OFFICER / CHIEF TECHNOLOGY OFFICER | TURNAROUNDS, HIGH-GROWTH SCALING & AI-NATIVE PLATFORMS

San Diego, CA | seanpconroy.com | linkedin.com/in/spconroy

EXECUTIVE PROFILE

Technology executive with 20 years owning the full function: strategy, budget, hiring, security, and 24/7 operations across a publicly traded airline, a PE-backed turnaround, and a high-growth services firm. Has delivered in both directions, scaling an organization through 200%+ growth and then cutting operating cost 80% through a turnaround without losing availability. Now a founder-CTO shipping AI-native SaaS, which keeps the architecture current rather than remembered. CISSP-certified and fluent translating technical risk into board-level investment decisions.

CORE EXPERTISE

Strategy & Leadership IT and technology strategy • org leadership and hiring • board reporting • M&A integration
Financial Ownership technology budget and P&L • vendor negotiation • cloud cost optimization
Platform & Product SaaS platform architecture • multi-cloud strategy • distributed systems
Resilience & Ops business continuity and DR • RTO/RPO • incident management • 24/7 operations
Security & Compliance identity and Zero Trust • enterprise risk governance • compliance and audit
AI & Data AI adoption and governance • hybrid-cloud inference • data strategy and analytics

PROFESSIONAL EXPERIENCE

Founder & Chief Technology Officer | Inventive HQ

San Diego, CA | Mar 2025–Present

Founder-led B2B SaaS company; seven products across security, compliance, and resilience tooling.

- Founded and lead the company, owning strategy, P&L, product direction, and go-to-market.
- Launched a portfolio of seven production SaaS applications from concept to release.
- Set enterprise architecture, security, and operating standards across the portfolio on globally distributed serverless infrastructure.
- Architected a hybrid-cloud AI inference gateway with automated fallback from owned GPU capacity to cloud providers, reducing inference spend 80% while improving continuity and provider flexibility.
- Grew organic acquisition to roughly 100,000 monthly visitors with zero advertising spend.

Director of Technology (Head of IT) | TEAM Risk Management Strategies

San Diego, CA | Feb 2021–Mar 2025

Employer-of-record and risk-management group; IT operations for two operating companies (TEAM RMS and TEAM Services Group), which grew from 60 to over 230 people during tenure.

- Built the firm's entire technology organization from the ground up, replacing outside vendors and a non-technical IT director and standing up its first in-house team from zero to 8.
- Managed a \$1M+ technology budget while migrating core operational services to Azure and Google Cloud at 99.99% availability.
- Led a digital transformation onto NetSuite ERP and Salesforce CRM and built a BigQuery single source of truth, shifting executive reporting from weekly to on-demand.
- Established enterprise security and technology-governance programs within a Zero Trust architecture, maintaining SOC 2 and HIPAA compliance with a 100% audit pass rate.
- Led the research, design and build of the company's first custom software, replacing paper and email onboarding with serverless workflows and cutting time-to-onboard from 30 calendar days to 5 business days across hundreds of placements a month.

Director of Technology (Acting CIO) | AutoAnything

San Diego, CA | Oct 2017–Feb 2021

E-commerce automotive parts and accessories retailer; 330 employees at start, 150 at exit.

- Led the technology modernization behind the company's financial turnaround, as AutoAnything moved from a \$10M annual loss to a \$5M profit while revenue grew from \$150M to \$250M.
- Reduced annual IT operating expense 80% through multi-cloud consolidation, SaaS rationalization, and vendor renegotiation while sustaining 99.99% availability.
- Served as Acting CIO through the modernization, reducing the technology team from 20 to 11 with no reduction in service scope, reporting to the CEO and Board.
- Integrated Morris 4x4, a \$40M acquisition, onto the core platform in 30 days, keeping the storefront live and converting nearly all fulfillment to drop-ship, which eliminated almost all of the acquired cost base while retaining nearly all of the revenue.
- Deployed a conversational AI architecture across Google Dialogflow, Zendesk, and IVR that deflected 20% of inbound contacts and cut average handling time from 20 minutes to under 3 on voice and from 2 hours to 2 minutes on email.

IT Infrastructure Architect | Virgin America

Burlingame, CA | Mar 2012–Nov 2017

\$1.5B-revenue public airline; doubled to ~3,000 employees and a 50-person technology team; three data centers, 30 airports.

- Architected the mission-critical infrastructure behind flight operations and passenger-service systems, sustaining a greater than 99.99% uptime SLA.
- Implemented Infrastructure as Code with Puppet, GitLab, PowerShell, and Python, reducing system build and recovery time 83%, from over an hour to under 10 minutes.
- Engineered and failover-tested a multi-datacenter disaster-recovery strategy validating a 20-minute RTO and 15-minute RPO for Tier-1 systems.
- Directed day-to-day execution for onshore and offshore engineers across a 24/7 follow-the-sun rotation, running the daily offshore shift handoff and setting each shift's work queue as principal engineer on the systems team.
- Supported infrastructure integration after Alaska Air Group's \$2.6B acquisition (\$4B including assumed debt), relocating the Operations Control Center from San Francisco to Seattle with no operational disruption.

EARLIER CAREER

Systems Engineer | Ropers Majeski Kohn & Bentley, Redwood City, CA | Feb 2007–Mar 2012

Systems Engineer | Haynes and Company, St Helena, CA | Jan 2006–Feb 2007

FRAMEWORKS & TECHNOLOGY

Frameworks & Controls	NIST 800-171 • SOC 2 • HIPAA • PCI DSS • SOX • ITIL
Cloud & Data	Azure • Google Cloud • AWS • Cloudflare • Akamai • BigQuery
Infrastructure	VMware vSphere/SRM • SAN replication • Terraform • Puppet
Delivery & Identity	GitHub Actions • GitLab • OAuth2/OIDC • distributed tracing

EDUCATION & CREDENTIALS

Bachelor of Business Administration (Emphasis: Information Systems) | Pacific Union College

Associate, Computer Studies (Computer Science) | College of the Siskiyous

Certified Information Systems Security Professional (CISSP) | (ISC)², 2026

PUBLICATION

Cybersecurity for CEOs: What Every Business Leader Needs to Know. Amazon best-selling book for executives on aligning security investment, business risk, and corporate governance (Inventive HQ, 2024).