

Alejandro "Alex" Gomez

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EXECUTIVE SUMMARY: TECHNOLOGY & BUSINESS LEADER

AI-Enabled Transformation | Automation | Solution Architecture

Strategic technology and business leader with a track record modernizing platforms, automating complex workflows, and applying AI to improve consistency, speed, and decision quality. Experienced at translating between technical and business teams, defining practical architectures, and aligning people, process, and technology to deliver measurable outcomes. Brings broad experience across financial services, public sector, and technology, with strengths in partner enablement, cloud platforms, cybersecurity, service delivery, and transformation leadership.

AREAS OF EXPERTISE

Leadership - Partner Enablement | Product & Project Management | Team Management | Relationship Building | Budget Management | Cross-Functional Collaboration & Communication

IT Operations - Solution Architecture | Platform Engineering | Enterprise Cloud & Architecture | Digital Transformation | Implementation & Automation | Process Improvement | Quality Assurance | Strategic Planning

Technical - Cloudflare Platform | AI-Enabled Workflow Design | Microsoft Technology Stack | Enterprise Infrastructure | PaaS | IaaS | Jira | Confluence | CI/CD | Agile | DevOps | Git | Visual Studio Code | PowerShell | Python | OpenCode

PROFESSIONAL EXPERIENCE

Cloudflare | Flemington, NJ

Partner Services Manager

2024 – 2026

Enabled partner service delivery practices across Cloudflare's security and network portfolio, serving as the primary resource for Authorized Service Delivery (ASD) partners across the Americas. Focused on partner technical enablement, implementation validation, AI-assisted evaluation, and cross-functional alignment with Sales, Professional Services, Program Management, and Legal.

- Collaborated across a global team to drive operational alignment and consistency in partner enablement
- Guided 10+ partners in achieving Cloudflare's Authorized Service Delivery designation through technical enablement, product implementation validation, and structured evaluation processes
- Drove partner collaboration with Cloudflare's Sales, Professional Services, and Program Management teams to align go-to-market execution and advocated for partners across Cloudflare's partner ecosystem
- Designed and built an automated partner lab validation platform leveraging Cloudflare Workers, Workflows, D1, R2, and Cloudflare Access to securely capture configuration snapshots, perform JSON-based comparisons against reference templates, and support structured partner implementation validation; improved validation efficiency by 90%, reducing average review time from 10 hours to 1 hour
- Developed an AI-assisted evaluation workflow using Claude, Gemini, and other AI models to analyze partner lab submissions, incorporating structured output schemas, known-good configurations, grounded responses, prompt and rubric design, and detailed grading logic; improved assessment efficiency by 94%, reducing average review time from 8 hours to 30 minutes while increasing grading consistency

Titania Solutions Group | Flemington, NJ

Principal Software Engineer – Non-Functional Testing Lead

2021 – 2024

Leading Non-Functional Testing (NFT) in support of federal contract with Centers for Medicare & Medicaid Services (CMS) Information System Group (ISG) to perform security penetration testing, performance testing, and accessibility (Section 508) testing for CMS web applications.

- Led 3 teams, with a total of 6 testing professionals, to deliver automated and manual testing
- Executed NFT testing strategies and managed client engagements for 6 Lines of Business and 15-20 web apps
- Supported maintenance of security posture for shared service (TestRail), which included security control management and execution of tabletop exercises
- Developed automated workflows to manage and present business and technical data, using Power Automate, PowerShell scripting, and Power BI, which resulted in 88% efficiency improvements and \$1M in additional funding
- Directly contributed to the development and delivery of presentations targeted at CMS technology leadership as well as for new business opportunities
- Supported cross-line-of-business testing maturity evaluation, which included development of evaluation methodology, development organization interviews, data gathering, and development of automated reporting that drove 88% in efficiency improvements

Icon Information Consultants – Bank of America | Remote (Flemington, NJ)

Application Developer - Consultant

2021 – 2021

Collaborated with a team of developers and engineers to implement and support integration of HashiCorp Vault.

- Developed PowerShell modules that integrated with HashiCorp Vault Restful APIs in support of Vault Service clients and administrators, which included client vaulting capabilities, as well as automation of system analysis and troubleshooting by engineering and support personnel, which improved time to resolution by 80%
- Performed an evaluation of policy implementation and directed strategic changes to enhance automation and stability of the HashiCorp Vault solution
- Leveraged Confluence to develop user documentation for the Secrets Vaulting service; similarly, documented developer workflows and tooling for internal use by the Engineering team

Astea International | Horsham, PA

Vice President of Technical Services

2018 – 2019

Recruited to spearhead and drive a companywide digital transformation with a focus on modernizing tools and streamline daily workflow processes with direct oversight of five specialized teams.

- Implemented a custom end-user computing automated provisioning process to restructure workflow; reduced desktop and laptop deployments by 95%, from one week to two hours
- Assisted in consolidating and upgrading of the Microsoft SharePoint Infrastructure from three versions across multiple locations into a single SharePoint 2017 implementation while ensuring a seamless integration
- Collaborated cross-functionally with the technology team to implement Microsoft Teams to streamline communication companywide; coordinated and handled all Microsoft licensing
- Analyzed the support ticket system to identify specific pain points and devised innovative process improvement initiatives to enhance ticket responsiveness and resolution timeframes by 30% to drive growth and profits

Appenda | New York, NY

Client & Alliances Manager

2016 – 2018

Developed custom solution offerings related to building technical expertise on container technologies and growing the sales of cloud platform software and managed services for Fortune 500 companies across the US, Europe, and Middle East.

- Built and executed a strategic partner program to generate technology partner relationships and drive business growth; increased revenue 60% through cultivating partnerships with Google, IBM, Cisco, Atos, and Deloitte
- Designed and drove acceptance of Appenda Cloud Platform and Kubernetes Partner Program service offerings that were specifically aligned with their business needs
- Partnered with Global Solution Integrators and provided recommendations to help grow their technology portfolios and expand their client base; assisted with sales calls and closing customer deals
- Coordinated with the training department in developing and executing a customized software training program for clients; reduced original training cost estimates by 40%
- Wrote technology white papers for partners focused on technology architecture and business implications

 Bank of America - Merrill Lynch | Pennington, NJ

Cloud Architecture Manager**2014 – 2016**

Collaborated cross-functionally with a team of architects in devising and implementing emerging technology initiatives to drive strategic cloud technology adoptions for the Wealth Management business unit and the enterprise.

- Directed a team of five local architects and a virtual team of six in implementing the Platform as a Service (PaaS) initiative with a target of saving \$600M over six years
- Integrated various DevOps process and CI/CD tools to architect and support the deployment of both Apprenda and Pivotal Cloud Foundry PaaS implementations
- Designed and executed a Microsoft Systems Center 2012 Infrastructure as a Service (IaaS) pilot, including SDLC and support workflows; reducing virtual machine deployment time by 99%, from one week to 20 minutes

Enterprise Mobility Engineering Manager**2013 – 2014**

Oversaw all operations for the Enterprise Mobility Management (EMM) initiative for the Wealth Management business unit, including researching solutions, executing technology evaluations, investigation compliance and legal implications, and designing SDLC processes.

Infrastructure Integration Manager**2008 – 2013**

Managed over 350 infrastructure software products and configuration standards for brokerage systems across all US data centers, supporting 30+ business platforms with a team of 19 engineers based in the US, India, and Mexico. Drove a service efficiency program to centralize the product library and integrated automated reference software architecture workflows.

Additional Experiences

Architecture Manager | Development Manager | Integration Engineering Department Manager

EDUCATION & CERTIFICATIONS

Rensselaer Polytechnic Institute | Troy, NY - Bachelor of Science in Electrical Engineering

Professional Scrum Master Certification I, *October 2021*

AWS Certified Solutions Architect Associate, *July 2019*

VOLUNTEER EXPERIENCE

The Theater Project | Union, NJ

Strategic Planning Consultant & Board Director**2020 – Present**

The Theater Project aims to offer affordable programming that connects to contemporary issues and shines a light on the concerns of the world we live in. Recruited to drive the creation and implementation of a strategic business plan to drive fundraising efforts, promote program services, and increase community outreach for the organization. Leading various technology initiatives, including a G-Suite migration, virtual 5K offerings, and podcast tooling and processes.

Rensselaer Polytechnic Institute | Troy, NY

Alumni Industry Advisor for Electrical, Computer, and Systems Engineering Students**2020 – Present**

Industry advisor to students enrolled in the Electrical, Computer, and Systems Engineering (ECSE) curriculum.