

Darren Spurgeon

Digital Product & Technology Executive

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darrenspurgeon.com

History of building, transforming, and leading teams across disciplines and industries.

Pragmatic approach to solving business problems, aligning technology to strategy, and scaling operations.

Direct contributor to strategic planning, product design & engineering, and business operations.

PROFESSIONAL EXPERIENCE

Chief Technology Officer

Truth Technologies, 2017-Present

Joined at a time of serious operational challenges, rebuilt the team, and moved forward to improve operations, product, and relationships.

- Redesigned core SaaS product & rebranded company in under 6 months
- Stabilized operations and service, saving several high-profile customers
- Executed new GDPR & SOC 2 compliance programs.

Director of IT, Software Applications

Cross Country Home Services, 2011-2017

Responsible for all aspects of software development, most notably a multi-year ERP project.

- Managed development of ERP platform and frontend applications (100+ people, multi-year, \$15M)
- Developed direct-to-consumer portal platform, launching new channel business in less than three months

Director of IT

Boca Java, 2006-2011

Led all software development and back office IT functions.

- Updated commerce infrastructure, a 55% ann. cost savings
- Created flat rate shipping program that improved NPS & expanded marketing options while maintaining the same level of revenue

Enterprise Applications Architect

World Fuel Services, 2003-2006

Sr. Programmer Analyst

Broadspire (fka Kemper National Services), 2000-2003

Engineer Technician

Florida State University, 1997-2000

SKILLS

Software engineering & architecture

Strategic assessment & planning

Project development & management

Partner relationships

Regulatory & risk compliance

User experience design

SaaS & digital solutions

Process improvement

Modeling, budgeting, & forecasting

HIGHLIGHTS

Produced new SaaS product for FinTech company in **under six months**.

Launched new corporate & product branding as part of company turnaround strategy.

Executed GDPR & SOC 2 compliance programs in **same year**.

Launched **digital consumer experience** across multiple brand channels that drove self-service adoption, **reducing operational costs**.

Developed direct-to-consumer portal platform, launching **new channel business in less than three months**.

Designed flat-rate shipping algorithm and marketing strategy that **improved customer satisfaction without sacrificing revenue**.

Built three separate development teams from the ground up.

EDUCATION & CERTIFICATIONS

Master of Science, University of South Florida

Bachelor of Science, University of Florida

Google Cloud Certified Professional - Cloud Architect, 2018