

JUSTIN NEELY, JD, LSBB

Principal Consultant, Transformation

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Principal Consultant with 20+ years of experience and a proven track record of driving enterprise digital initiatives, operational optimization, and customer-centric innovation for enterprise organizations, including Fortune 500 companies. Proven track record of **leading programs delivering \$10B+ in daily transaction value, reducing latency by 30%**, and advancing cross-functional adoption of agile delivery models. Successfully spearheaded cloud service modernization, resulting in a \$3M annual cost savings and a 75% increase in platform capacity. Adept at directing consulting engagements that streamlined payments, improved security, and increased retention across enterprise clients. Looking for a challenging Principal Consultant role.

KEY SKILLS

Business Process Development & Optimization | Digital & Operational Transformation | Client Needs Assessments
Enterprise Solution Implementation | Project Scoping & Planning | Continuous Improvement & Innovation
Stakeholder Engagement & Collaboration | Strategic Consulting & Advisory | Technology Integration | Contract Negotiation

PROFESSIONAL EXPERIENCE

Allstate | Atlanta, GA

Platform Manager – Cloud Operations & Service Transformation

Sep 2022 – Jan 2025

[Allstate](#) is an American insurance company with 55K+ employees and an annual revenue of \$64B+.

Responsible for leading enterprise cloud transformation initiatives to improve service delivery, reduce outages, and enhance customer experience through optimized operations and platform modernization. Reported to the Director of Product Management and led 27 direct reports.

- Built and scaled the Kubernetes platform, **reducing client-facing outages and enhancing operational reliability by 35%** for cloud-native applications, elevating the customer experience.
- Delivered proactive platform support and compliance tracking using AWS CloudWatch and AWS Security Hub. Strengthened customer trust through faster incident response and a **20% improvement in security posture**.
- Introduced real-time monitoring and observability tools for Kubernetes clusters, fine-tuning Grafana, Prometheus, and the ELK stack. **Accelerated issue detection and resolution by 40%**, leading to higher customer retention rates.
- Led AWS and Azure platform deployments, including EKS, Lambda, AKS, and DevOps Pipelines, boosting application speed while **cutting infrastructure costs by 25%**.
- Automated CI/CD pipelines to streamline delivery cycles. **Increased deployment speed and reduced release errors by 35%**.

Fiserv | Atlanta, GA

Director of Program Management

Jan 2021 – Sep 2022

[Fiserv](#) is a provider of financial technology and services to global clients in the financial sector, with \$20B+ in annual revenue.

Responsible for directing enterprise-wide payments transformation programs to improve platform performance, strengthen regulatory compliance, and enhance customer experience. Reported to the SVP of SaaS Treasury, headed 12 direct reports, and controlled budgets of \$12M.

- Directed a \$50M+ payments portfolio, delivering **platforms processing \$10B+ transactions daily and cutting transaction latency by 30%** through performance optimization.
- Headed the development of microservices ecosystems for global payments, **achieving 99.9% uptime** and improving cross-border interoperability for enterprise clients.
- Led the integration of AI-driven compliance tools and Open Banking APIs. Strengthened fraud prevention and improved customer data security across channels, **boosting customer satisfaction scores by 18%**.
- Spearheaded real-time monitoring for high-risk transactions, enhancing AML compliance, **reducing false positives by 25%**, and ensuring alignment with enterprise-grade security requirements, such as FedRAMP, SOX, and GDPR.
- Oversaw the implementation of CI/CD pipelines in AWS and Azure DevOps. Enabled secure deployments and automated compliance using WAF, GuardDuty, and IAM policies.

Sales Operations Manager

Jan 2017 – Jan 2021

Responsible for managing sales operations and account optimization initiatives to streamline workflows, drive revenue growth, and exceed the Go Get quota, which was increased by 15% annually. Reported to the General Manager of SaaS Treasury and managed \$10M budgets.

- Headed the integration with AWS and Azure DevOps, automating payment execution and streamlining sales and technical workflows. **Improved operational efficiency and customer engagement by 40%**.
- Led the deployment of AI-driven forecasting models, significantly enhancing sales pipeline accuracy and conversion rates. **Increased revenue by \$15M+**.
- Standardized pricing and contracts across product lines, **boosting sales efficiency by 45% and cutting contract review time by 30%**. **Contributed \$5M in additional sales in just 6 months**.

Senior Project ManagerJan 2015 – Jul 2017

Responsible for leading infrastructure modernization and portfolio optimization initiatives to reduce costs, increase scalability, and accelerate delivery. Reported to the General Manager of SaaS Treasury.

- Drove resource optimization and implementation of a show-back cost accountability model, resulting in a **\$3M annual savings in data center expenses**.
- Established and implemented portfolio governance frameworks aligned with strategic objectives, **achieving 200% cost avoidance**.
- Modernized infrastructure, **increasing platform capacity by 75% while reducing virtual machine costs by 40%**.
- Improved Agile delivery processes. **Boosted project predictability by 30%** and **cut cycle times by 50%**, accelerating time-to-value.

J-Neely Consulting | Birmingham, ALPrincipal Consultant, TransformationJan 2014 – Jan 2016

[J-Neely Consulting](#) is a consulting firm specializing in execution optimization strategies for businesses across multiple industries. Responsible for providing consulting and delivering innovative transformation initiatives for various enterprise clients to help them streamline operations, improve efficiency while reducing costs, and drive scalable growth.

- Delivered multiple digital transformation initiatives, including co-browse enhancements, PFM deployment, and payment consolidation, improving operational efficiency for various enterprise clients.
- Oversaw the secure deployment of Intuit PFM, resolving security, compliance, and technical barriers, ensuring on-time completion and alignment with clients' strategic goals.
- Led MFA implementation for banking platforms, **strengthening application security by 30%** and increasing customer trust.
- Streamlined multi-platform payment processes through consolidation efforts, **reducing transaction failures by 25%** and significantly enhancing payment reliability.
- Partnered with Intuit, internal business units, and technical teams to advocate for customer needs. Enhanced solution alignment and improved overall customer experience and retention.

TekLinks | Birmingham, ALVP of OperationsJan 2013 – Jan 2014

TekLinks is a C Spire Business, a full-stack managed IT solutions provider offering cloud, cybersecurity, and connectivity services. Responsible for leading cloud service operations and support initiatives to enhance service delivery, drive retention, and align offerings with client needs. Reported to the CEO, headed 45 direct reports, and oversaw \$20M budgets.

- Led the design of automated incident management workflows, **improving resolution time by 30%** and boosting client satisfaction.
- Spearheaded AWS and cloud service bundling, aligning offerings with client needs. Increased engagement and adoption, resulting in **\$1.2M in additional sales**.
- Implemented ticketing and SLA monitoring systems, enhancing service transparency and **boosting customer retention by 20%**.

SunGard (Sold to FIS) | Birmingham, ALVP, Customer ServicesJan 2010 – Jan 2013Director of Customer Service and DevelopmentJan 2007 – Jan 2010Manager of Customer ServiceJan 2005 – Jan 2007

SunGard, now part of FIS, is a global provider of financial software and services supporting banking, capital markets, and retirement operations. Responsible for leading customer-facing financial systems and performance testing initiatives to improve transaction efficiency, user experience, and regulatory compliance across global payment platforms. Reported to the Group VP, Customer Service, supervised up to 300 direct reports, and managed budgets of \$8M.

- Automated web app testing for payment platforms. **Boosted UI test coverage by 40%** and enhanced product reliability for end users.
- Led performance and load testing using JMeter, **reducing system response times by 30%** and improving customer experiences.
- Managed and optimized global financial systems, handling global transactions and reporting. **Improved payment reconciliation efficiency by 35%** and ensured compliance with major regulatory frameworks.

PROFESSIONAL CERTIFICATIONS		
Management and Strategy Institute Scrum Master – Lean Champion Certified (SM-LCC)		2024
Management and Strategy Institute Six Sigma Lean Black Belt Professional (LBBP)		2015
PMI PMP (Exam Approved)		YYYY

EDUCATION		
Birmingham School of Law Juris Doctor (JD), Law		2003
University of West Florida Bachelor of Arts (BA), Philosophy		2001