

# Justin Neely

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## Professional Summary

Innovative and results-driven **Senior Leader** with over 15 years of experience in SaaS implementations, enterprise project management, cloud infrastructure, and process optimization. Proficient in driving large-scale digital transformations, leveraging Lean Six Sigma and Agile methodologies to optimize workflows, enhance productivity, and achieve measurable business outcomes. Skilled in stakeholder engagement, risk management, and cross-functional collaboration, with a proven ability to align operations with organizational objectives. Certified ScrumMaster with expertise in cloud migrations, Kubernetes, AWS, and cutting-edge AI technologies to deliver scalable, cost-effective, and secure solutions. Recognized for exceptional leadership in orchestrating diverse teams to navigate complex challenges and foster innovation.

## Professional Experience

### Platform Manager

Allstate, Atlanta, GA

9/2022 – 1/2025

- Directed enterprise cloud strategy and Kubernetes operations, managing a \$20M+ budget and ensuring cost-effective scalability across global engineering teams.
- Designed a hybrid cloud infrastructure with 49 Kubernetes clusters using Rancher, AWS EKS, and Azure AKS, achieving 99.99% availability and supporting critical applications.
- Integrated zero-trust security and GitOps workflows (HashiCorp Vault, cert-manager, ArgoCD, Helm), maintaining a 99.99% deployment success rate and improving system security.
- Built a monitoring stack with Prometheus, Grafana, and ELK, reducing incidents by 40% and mean time to resolution (MTTR) by 60% through advanced analytics.
- Automated CI/CD pipelines using Jenkins and GitHub Actions, cutting provisioning time by 80% and reducing cloud costs by 35% through autoscaling and optimized use of spot instances.

### Director of Program Management

Fiserv, Atlanta, GA

1/2021 – 9/2022

- Led \$50M+ payment systems portfolio for global financial institutions, delivering platforms processing \$10B+ daily transactions.
- Designed micro services-based ecosystems (Wire, ACH, SWIFT, RTP) with 99.9% uptime and sub-100ms latency.
- Reduced implementation timelines by 45 days through automated pipelines, achieving 95% test coverage and seamless deployments.
- Managed 25+ distributed engineers, ensuring 100% on-time delivery and 99.9% system availability.

## **Sales Operations Manager**

**Fiserv, Atlanta, GA**

**1/2017 – 1/2021**

- Implemented Salesforce CPQ with custom workflows, improving efficiency by 45% and reducing contract cycles by 30%.
- Developed a PowerBI analytics platform, increasing win rates from 60% to 75% through data-driven decisions.
- Integrated Salesforce with SAP for automated order processing, cutting time by 60% and improving accuracy.
- Surpassed sales targets for 3 years, generating \$15M additional revenue via optimized bundles and cross-sell strategies.

## **Senior Project Manager**

**Fiserv, Atlanta, GA**

**1/2015 – 1/2017**

- Reduced data center expenses by \$3M annually through resource optimization and a show-back model.
- Achieved 200% cost avoidance by introducing portfolio management and prioritization frameworks.
- Enhanced platform capacity by 75% and cut VM costs by 40% through modernization initiatives.
- Improved Agile delivery, boosting predictability by 30% and halving cycle times.

## **Business Process Architect**

**J-Neely Consulting, Atlanta, GA**

**1/2014 – 1/2016**

- Architected sales and marketing process transformation, achieving 25% revenue increase and 10% business growth.
- Led application rationalization and consolidation for Fortune 500 telecom, delivering 12% revenue uplift and 8% margin improvement.
- Pioneered data-driven Cold Calling 2.0 strategy, growing pipeline 15%.

## **VP of Operations**

**TekLinks, Birmingham, AL**

**1/2013 – 1/2014**

- Led \$20M Managed Services P&L and 60-person cross-functional team.
- Streamlined offerings, automated provisioning, optimized utilization, and implemented SLAs, growing business 15%.
- Achieved ISO 20,001, Cisco Gold Partner, HIPAA, and PCI compliance.
- Transformed PMO, improving margin 5% and on-time delivery 20%.

## **VP of Customer Services**

**SunGard Data Systems, Birmingham, AL**

**1/2005 – 1/2013**

- Led global service operations for 5,000 clients with 300+ person team, owning \$50M P&L.
- Drove Lean Six Sigma improvements, reducing costs 15% and response times 25%.
- Served as executive sponsor for strategic accounts, improving retention to 98%+.

## **Education**

### **J.D. in Law**

Birmingham School of Law, Birmingham, AL

### **B.A. in Philosophy**

University of West Florida, Pensacola, FL

## **Certifications**

- **Lean Six Sigma Black Belt Professional (LBBP)** | Certification #21615
- **Certified ScrumMaster (CSM)** | Certification #202100684

## **Awards and Recognition**

- **Fiserv Leadership Excellence Award (2021)**: Recognized for outstanding leadership and delivery of mission-critical projects.
- **SunGard Operational Excellence Award (2012)**: Honored for driving significant cost savings and process improvements.

## **Volunteer Work**

- **Project Management Mentor** | Project Management Institute (PMI), Atlanta Chapter
- **Community Outreach Leader** | Habitat for Humanity, Atlanta, GA

## **Core Competencies**

Program Management, Project Management, Agile, Waterfall, Hybrid, SaaS Implementations, Cloud Migrations, EKS / ECS, Process Optimization, Lean Six Sigma, Stakeholder Engagement, Communication, Budgeting and Financial, Leadership, Risk Management, Financial, KPI, Project Management Tools, Jira, Microsoft Project, Cloud Platforms, AWS, Kubernetes, Docker, Azure, Data Analysis Tools, PowerBI, Tableau, CI/CD, Automation, Collaboration Tools, Microsoft 365, Slack, Confluence, project schedules, mitigation strategies, project leadership, IT infrastructure, project delivery, sales processes, prioritizing tasks, teamwork, strong analytical skills, fostering relationships, ability to multitask, JIRA, Trello, Microsoft Project, Jenkins, GitHub, ArgoCD.