

- Adept, compassionate, results-oriented technical architect with large-scale impact (\$200m+ per year)
- Generator of needle-moving product design, cost savings, and optimization for enterprises, startups, education, and nonprofits
- Creator of lasting products, healthy organizations, and robust, scalable infrastructure for 20+ years
- Professional lens includes Hardware OEM, Hyperscale Cloud, K-12, InfoSec, ISP, Law, Life Science, Theatres, and Universities
- Technical experience spans 80+ languages & frameworks and all major cloud & physical infrastructure vendors

AREAS OF EXCELLENCE

- **Engineering:** Cloud Architecture ▪ Datacenters ▪ DevOps ▪ Networks ▪ Rapid-Deploy Hardware ▪ Server SKU Design ▪ Software Architecture
- **Leadership:** Healthy Culture ▪ Legal Compliance ▪ Product Strategy ▪ Risk Assessment ▪ Recruitment ▪ Talent Development
- **Logistics:** Financial Innovation ▪ Procurement ▪ Supply Chain

CURRENT ACTIVITIES & AFFILIATIONS

| | | |
|--------------------------------|----------------------|----------------|
| Principal Architect | IQVIA | 2023 - Present |
| Founder & Principal Consultant | Drakontas Consulting | 2013 - Present |

PAST CAREER HIGHLIGHTS

| | | |
|---|---------------------------------|-------------|
| Global Head of Engineering – Analytics Center of Excellence | IQVIA | 2020 - 2022 |
| Senior Manager, Principal Engineer & Architect | Comcast | 2016 - 2021 |
| System Architect | Microsoft | 2012 - 2015 |
| Director of Information Technology | Research Triangle High School | 2012 - 2013 |
| Network Engineer, Software Engineer | North Carolina State University | 2010 - 2013 |
| Software Security Consultant | Cigital | 2011 - 2012 |
| Cofounder & Chief Technology Officer | DiscoverLit | 2011 - 2011 |
| Network Engineer | PoynerSpruill | 2010 - 2010 |
| Network Engineer | Cisco | 2009 - 2010 |
| Software Engineer | SAS | 2008 - 2008 |
| Software Engineer | Kingland Systems | 2007 - 2008 |
| Software Engineer | Iowa State University | 2007 - 2008 |
| Web Developer & CAD Technician | 2SL Design Build | 2005 - 2007 |
| Software Developer | Multiple Orgs | 2001 - 2007 |

BOARDS OF DIRECTORS

- Launched, scaled, and pivoted 9 small & medium nonprofits (orgs with \$2m annual revenue or less)
- Streamlined org operations, improved financial efficiency, and expanded program capacity
- Created multi-year executive strategies for finances, governance, logistics, operations, staffing, and volunteers
- Authored long-term strategic plans, articles of incorporation, bylaws, policies, and org identities (mission, vision, values)
- Led board trainings, mediated conflicts, and increased collaboration among boards, executives, staff, and volunteers

| | | |
|---|--|---------------------|
| Director, President, Secretary | North Raleigh Arts & Creative Theatre | Jul 2018 - Jun 2022 |
| Founding Director, President, Secretary | Hacker Fund | Jan 2015 - Oct 2019 |
| Director | School of Acrobatics & New Circus Arts | Jul 2014 - Dec 2016 |
| Director, Secretary | Seattle Public Theater | Oct 2014 - Jul 2016 |
| Director, Vice President | Bowie Community Theatre | Apr 2014 - Apr 2016 |
| Director, Treasurer | Zero Waste Washington | Dec 2014 - Dec 2015 |
| Director, Secretary | Theatre Puget Sound | Jul 2014 - Dec 2015 |
| Director, Secretary | Raleigh Little Theatre | Jul 2011 - Jun 2014 |
| Founding Director, Vice President | NC Assoc. for Scholastic Activities | Mar 2010 - Jun 2012 |

PATENT

29 January 2019 (filed 26 June 2015): [US Patent # 20160378526 – Seamless address reassignment via multi-tenant linkage](#)

REFERENCES

Several colleagues have graciously shared their views using the *Recommendations* section on LinkedIn:

[linkedin.com/in/daniele Eckert](https://www.linkedin.com/in/daniele Eckert)

CURRENT ACTIVITIES & AFFILIATIONS

Principal Architect @ IQVIA

May 2023 - Present

Scope of Role

- Executive-aligned technologist driving blended tech design + business value for a broad life science portfolio & international healthcare clients

Notable Activities

- Designing hybrid global technology solutions including public cloud, on-prem datacenter, edge computing, CDN, and tough last-mile networks
- Developing reference architectures that blend products, components, data assets, and SME services for a broad offering portfolio
- Advising VP, SVP, CxO executives on product portfolio strategy & investments
- Conducting technology assessments for due diligence of M&A targets
- Conducting competitive analysis of new and emerging industry orgs, products, and services
- Evolving, standardizing, and driving adoption of technical architecture and delivery practices for a 600-person tech org
- Driving adoption of technical best practices, software architecture, coding standards, quality assurance, security, and reliability improvements (Agile, AWS, Azure, GitLab, Jenkins, Kubernetes, Launch Darkly, Mongo, Oracle, PostgreSQL, Python, React, REST, Scala, SDLC, Terraform)
- Identifying key enterprise & government customer segments, developing marketing strategies, and developing market-aware pricing models
- Enabling customer sales valued \$5m to \$150m apiece, designing multi-product technical solutions, and aligning multi-org business cases

Founder & Principal Consultant @ Drakontas Consulting

Nov 2013 - Present

Scope of Role

- Leader building & guiding a small group (20 staff in 8 states) of engineers, technicians, and project managers
- Created & executed annual company budgets, personnel strategies, and product strategies
- Technologist designing & implementing networks, software, process improvement, and risk assessment for unique & challenging scenarios
- Identifying target customer segments, developing marketing strategies, selling professional services, and negotiating client contracts

Key Outcomes

- 300% YoY increase of revenue & client bookings across 3 consecutive years (2014-2016)
- Created an in-house financing program – enabling access to equipment while minimizing total cost to creatively meet budgets
- Planned, implemented, and optimized warehousing, asset management, order fulfillment, and nationwide multi-mode logistics
- Delivered 10x or better increases of customer network capacity at access layer, core, and backhaul
- Delivered high ROI for CapEx by repeatedly recapturing value: new gear > managed services > rentals > used gear sales > nonprofit upcycle

Notable Activities

- Recently designed (Jan'23) a resilient 15km network for a 50-year-old 3400-acre nature preserve in the NC mountains – Starlink satellite backhaul with 4G/5G failover, High Availability firewalls, WiFi 6E access points, and armored single-mode fiber in diverse & redundant paths
- Designing BYOD campus networks, ultra-high-density WiFi for stadiums & conferences (4:1, 15000+ devices), web apps, and microservices (AWS, Azure, GCP, Rackspace, hybrid on-prem & multicloud; REST, message-oriented architecture, SOA)
- Developing short-term & long-term strategies for new products, services, staffing, and cashflow
- Gathering leads, assessing viability, and establishing partnerships with hundreds of nationwide clients & key industry vendors
- Assessing existing customer context, gathering requirements, designing solutions, delivering proposals, and negotiating tradeoffs
- Conducting blameless postmortem reviews of challenging & complex incidents
- Coaching leaders in their efforts to lead projects, set goals, and guide professional development
- Recruiting, training, onboarding, and mentoring mid-level & front-line leaders, and individual contributors across all career levels

PAST CAREER HIGHLIGHTS

Global Head of Engineering @ IQVIA (Analytics Center of Excellence)

Sep 2020 - Sep 2022

Scope of Role

- Senior engineering leader building & guiding a multinational department (120+ staff in 14 countries)
- Led staff building software to optimize clinical trials & reduce time-to-market for new drugs and procedures
- Created & executed annual engineering group budgets & personnel strategies
- Influenced technical best practices, software architecture, coding standards, quality assurance, security, and reliability improvements (Agile, AWS, Azure, GitLab, Jenkins, Kubernetes, Launch Darkly, Mongo, Oracle, PostgreSQL, Python, React, REST, Scala, SDLC, Terraform)
- Identified & assessed opportunities, created proposals & roadmaps, cultivated executive leadership consensus, and led implementation

Key Outcomes

- Delivered business improvements while continuing growth, including 130% YoY revenue increase in 2022
- Pivoted a 4-year-old org from “startup mode” to increasingly mature, scalable, and sustainable product delivery
- Improved performance, quality, scalability, and time-to-deliver key ML-powered products
- Created a product engineering group (120+ staff) in 6 months by consolidating disparate teams working on 15+ projects (Data Engineers, ML Engineers, Software Development Engineers, SDETs, Site Reliability Engineers, managers, researchers)
- Improved productivity, attraction, and retention of diverse and competitive talent
- Reduced annual departures (all types) from 70% to 30% in first 12 months – achieved only 10% attrition during second year
- Hired 71 engineers, 10 engineering interns, and 11 engineering managers in 18 months by creating a high-volume approach involving hiring committees, clear & consistent job descriptions, and in-house recruiting activities
- Delivered higher team stability & productivity – pivoted from 70% “other than direct-FTE” to 100% direct-FTE in first year
- Created an industry-aligned career model with 4 career tracks and 9 professional levels per track
- Created an industry-aligned compensation model with 3 steps per level across 9 levels, calibrated equitably for 9 countries
- Assessed & recalibrated all existing staff & new hires to new job titles, levels, and salaries within 6 months of launch
- Delivered a cost-effective diverse talent pipeline by creating an on-the-job training program (“Associate Engineer”), including 2 successful 12-month onboarding cohorts with 2-5 new hires per cohort staggered at 6-month intervals – 100% rate of qualified promotions to “Engineer 1”
- Delivered a competitive early-talent funnel by creating a Summer Intern engineering program, including 10 interns in the first successful 3-month cohort with a 60% conversion rate to accepted new-grad FTE offers
- Aligned tech decisions with business goals by creating & delivering 8 corporate finance training sessions for engineers and eng managers

Notable Activities

- Created a clear & coherent org identity by leading identity-building workshops (mission/vision/values) and goal-setting sessions
- Negotiated & sustained key partnerships – including executives, customers, product managers, HR, Finance, and vendors
- Created & presented assessments, proposals, roadmaps, and updates to executive audiences (VP, SVP, President, CTO)
- Created 1/2/5-year strategic plans to focus the efforts of product engineering teams & management teams (staff, budget, product)
- Assessed maturity of software products, cloud infrastructure, and organizational risk
- Introduced risk assessment practices to teams involved in equipment lifecycle, procurement, infrastructure design, and software architecture
- Conducted blameless postmortem reviews of challenging & complex incidents
- Created an investment-oriented culture – what we need, where we need it, when we need it
- Created a culture rooted in transparency, respect, trust, and autonomy – increasing ability to deliver & quality of outcomes
- Conducted weekly 1:1’s with 12 direct-reporting leaders & quarterly skip-level 1:1’s with every individual contributor engineer
- Mentored engineers & leaders across all career levels
- Coached leaders in their efforts to lead projects, set goals, and guide professional development

Scope of Role

- Leader building & guiding a small group of teams (20 staff in 7 states)
- Led staff building servers & networks to scale up large private cloud datacenters for a national ISP
- Created & executed annual engineering team budgets, personnel strategies, and product strategies
- Technologist designing & developing datacenter networks, supply chain solutions, and server hardware (AMD, Arista, Cisco, Gigabyte, HPE, Intel, Mellanox, Micron, OCP, Samsung, Seagate, SK Hynix, Supermicro, Western Digital)
- Identified & assessed opportunities, created proposals & roadmaps, cultivated executive leadership consensus, and led implementation

Key Outcomes

- Delivered innovative, needle-moving cost savings & performance
- Established new-to-org capabilities in the areas of network engineering & server design through talent acquisition and internal upskilling
- Increased agility & reliability by cultivating Agile DevOps (CI/CD, Infrastructure-as-Code, peer reviews)
- Designed a new modular, highly scalable datacenter network fabric – enabled clusters up to 1 million nodes (previously capped at 240 nodes)
- Created & led a cross-team taskforce to find abandoned Comcast server/network gear – leading to the recovery of assets originally valued at \$100m, and enabling in-house server design & assembly efforts that further mitigated \$50m CapEx spends
- Developed a procurement & hardware design model to optimize compute, storage, and network – leading to cost savings & competitive edge
- Planned & implemented a 10,000sqft warehouse, 6-person team, asset management system, server assembly line, and network/server test lab (“Cloud Logistics Center”)

Notable Activities

- Created a clear & coherent team identity to guide goal setting and decision making
- Negotiated & sustained key partnerships – including executives, customers, product managers, HR, Finance, and vendors
- Created & presented assessments, proposals, roadmaps, and updates to executive audiences (VP, SVP, President, CTO)
- Broke down silos & increased collaboration by cultivating key partnerships across teams in multiple functional areas
- Created 1/2/3/5-year strategic plans for infrastructure engineering teams (staff, budget, product)
- Assessed maturity of datacenters, architecture, supply chain, ops risk, staff, and budgets for 9 cloud platforms
- Identified cost savings by creating a comprehensive total cost model & comparison with major private/public cloud platforms
- Designed & negotiated pricing for server SKUs, rack SKUs, scalable networks, power systems, cooling systems, and facility layouts
- Planned a \$200m+ business transformation (staffing, real estate, finance, equipment, software)
- Planned a 40-member team expansion & reorg to meet corporate commitments
- Designed & negotiated purchase orders of \$10m to \$50m+ (per PO)
- Introduced risk assessment to equipment lifecycle, sourcing, and platform design activities
- Led Agile goal setting sessions, sprints, and retrospectives
- Conducted blameless postmortem reviews of challenging & complex incidents
- Created an investment-oriented culture – what we need, where we need it, when we need it
- Influenced best practices including H/SDLC concepts, coding standards, quality assurance, and time management
- Created a culture rooted in transparency, respect, trust, and autonomy – increasing ability to deliver & quality of outcomes
- Standardized hiring process – wrote job descriptions, recruited candidates, conducted technical & behavioral interviews, and onboarded hires
- Conducted regular 1:1’s, goal-setting, and professional development with all team members
- Mentored engineers & leaders across multiple career levels (technical skills & professional development)

Manager, Principal Engineer & Architect @ Comcast (Private Cloud Group – Cloud Software Engineering Team)

Sep 2017 - Sep 2018

Scope of Role

- Leader building & guiding a small team (4 staff in 2 states)
- Led staff building software to deliver datacenter deployment automation & platform analytics
- Created & executed annual engineering team personnel strategies & product strategies
- Technologist designing & developing data analysis tools and backend services (CSS, ES6, jQuery, Golang, Mongo, MySQL, OpenStack, PHP, Python, REST)

Key Outcomes

- Reduced staff time to engage customers while increasing customer engagement frequency & accuracy via automation
- Established new-to-org software engineering capabilities through talent acquisition & internal upskilling
- Successfully mentored a Senior Engineer into their first Manager role leading the CSWE team

Notable Activities

- Created a clear & coherent team identity to guide goal setting and decision making
- Created & presented assessments, proposals, roadmaps, and updates to senior leaders
- Broke down silos & increased collaboration by cultivating key partnerships across teams in multiple functional areas
- Led Agile goal setting sessions, sprints, and retrospectives
- Nurtured strong culture of best practices including SDLC concepts, coding standards, quality assurance, and time management
- Standardized hiring process – wrote job descriptions, recruited candidates, conducted technical & behavioral interviews, and onboarded hires
- Conducted regular 1:1’s, goal-setting, and professional development with all team members
- Mentored engineers across multiple career levels (technical skills & professional development)

Scope of Role

- Leader building & guiding a medium/large team (12 staff in 4 states)
- Led staff building software to deliver automated datacenter platform analytics
- Created & executed annual engineering team personnel strategies & product strategies
- Technologist designing & developing APIs, UIs, and scalable message-oriented multi-region, multi-instance scalable, distributed microservices (AWS, Bash, CSS, d3, ES6, Golang, jQuery, MongoDB, MySQL, OpenStack, Oracle, Perl, PHP, PostgreSQL, Python, REST, VMWare)

Key Outcomes

- Delivered key insights that enabled operations teams to proactively repair equipment & avoid costly downtime
- Established new-to-org software engineering capabilities through talent acquisition & internal upskilling
- Enabled network-aware datacenter equipment deployments & operations
- 90% decrease in time-to-contribute (implement new hire onboarding process – 1 day vs 2 weeks)
- 98% increase in software delivery speed (40hrs+ vs 30mins per new function/module) by designing modular software architecture
- \$2.3m OpEx eliminated by developing a method to find & reclaim unused cloud resources across 12 teams and 26 datacenters
- Created company's first unified map of nationwide core, backbone, and regional distribution networks – leading to better strategy & design decisions, more effective product outcomes, and increased system reliability
- Created a cloud network analysis tool & company's first nationwide latency map – enabling network-aware resilient, scalable software architecture for products & services
- Successfully mentored a Senior Engineer into their first Manager role leading the ASWE team

Notable Activities

- Created a clear & coherent team identity to guide goal setting and decision making
- Negotiated & sustained key partnerships – including customers, product managers, and vendors
- Created & presented assessments, proposals, roadmaps, and updates to senior leaders
- Gathered requirements, designed software & infrastructure solutions, created roadmaps, and led software development
- Led Agile goal setting sessions, sprints, and retrospectives
- Negotiated budget growth from \$500K to \$2M+ to access staff & tools necessary to meet corporate commitments
- Broke down silos & increased collaboration by cultivating key partnerships across teams in multiple functional areas
- Nurtured strong culture of best practices including SDLC concepts, coding standards, quality assurance, and time management
- Standardized hiring process – wrote job descriptions, recruited candidates, conducted technical & behavioral interviews, and onboarded hires
- Conducted regular 1:1's, goal-setting, and professional development with all team members
- Mentored engineers across multiple career levels (technical skills & professional development)

System Architect (TPM & SWE) @ Microsoft (Azure, Bing, Cloud Infrastructure Group)

May 2012 - Sep 2015

Scope of Role

- Peer leader guiding teams building solutions for complex infra challenges (SDN control plane, long-haul fiber buildout, datacenters)
- Technologist designing & developing data analysis tools, backend services, physical datacenter infrastructure, and highly scalable networks (AngularJS, Arista, ASP.net, Azure, Bootstrap, C#, CSS, HTML5, jQuery, MSSQL, MySQL, Perl, PHP, REST, SONiC, Windows Server)
- Technologist designing & developing datacenter networks, supply chain solutions, and server hardware

Key Outcomes

- Increased servers per cluster 16x by leading changes to network control plane – allowing Azure to add more capacity faster
- Mitigated key scaling risks in Azure's first billion-dollar datacenters – contributing to higher user trust
- Delivered converged multi-property SDN services, IP management products, and datacenter architecture
- Increased resiliency by creating a method for tiered datacenter fallback/failover (Anycast-based service delivery & health checks)
- Identified needs for new ISP peering links & Edge CDN nodes by building a tool that analyzes bing.com page load times – leading to higher Bing customer satisfaction (load bing.com faster)

Notable Activities

- Analyzed existing approaches & challenges in hyperscale datacenters including software architecture and physical infrastructure
- Designed new software & systems, negotiated compromises among stakeholders, and led cross-team multidisciplinary projects
- Gathered requirements & coordinated development of a new user-directed logging product (GA as "Azure Activity Logs")
- Trained new Azure Cloud Solution Architects on cloud networking & when to choose public/private/hybrid approaches
- Triageed live-site incidents, managed incident communication, and contributed to blameless postmortems as part of a 24x7 on-call rotation
- Integrated financial factors into Network Arch/Eng org strategies by creating a COGS model and monthly I&E reports
- Broke down silos & increased collaboration by cultivating key partnerships across teams in multiple functional areas
- Interviewed, onboarded, and mentored hundreds of product managers & software engineers

Scope of Role

- Created IT policies, federal & state regulatory compliance, and technology budgets (\$100K) for a new high school (250 year-one students)
- Identified, established, and managed key relationships with vendors, community partners, peer institutions, and gov't agencies
- Technologist designing & building networks, servers, and software (Aerohive, Bootstrap, CSS, HTML5, jQuery, MySQL, PHP, Windows Server)

Key Outcomes

- Enabled new & emerging STEM learning techniques (12x state median per-student network usage) – designed & built leading-edge infrastructure, including developing new high-density WiFi techniques to support 3 devices per person streaming video using 802.11a/g/n
- Saved \$40K+ in first 3 months by delivering enterprise campus capabilities on a shoestring budget
- Increased statewide EdTech capability – advised leaders at other schools & universities on technology policies & infrastructure
- Increased faculty & staff productivity – developed automation & data management software tools
- Trained faculty to deliver tech support – leading to more time-in-class, stronger relationships, and higher trust between students & teachers
- Expanded low-income student access to technology by creating a laptop-loaner program & refurbished laptop sales
- Generated \$10k year-one revenue through the sale of refurbished laptops
- Hired the next Director of Information Technology & successfully transitioned department leadership

Notable Activities

- Created a clear & coherent department identity to guide goal setting and decision making
- Negotiated & sustained key partnerships – including students, parents, senior leaders, community partners, and vendors
- Created & presented assessments, proposals, roadmaps, and updates to senior leaders
- Created 1/2/5-year strategic plans for technology usage & infrastructure (staff, budget, equipment)
- Conducted blameless postmortem reviews of challenging & complex incidents
- Created an investment-oriented culture – what we need, where we need it, when we need it
- Mentored ~25 students interested in technology & entrepreneurship and served as a staff club advisor

ADDITIONAL TECHNOLOGIST EXPERIENCES

Network Engineer in 3 more roles across 5 years, including Cisco Systems & NC State University

Software Engineer in 4 more roles across 6 years, including Iowa State University & SAS Institute

Security Consultant in 1 more role across 2 years at Cigital

EDUCATION

BS Computer Science @ North Carolina State University