

# KURT MANSPERGER

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## SUMMARY

Technology leader and program management expert with significant experience developing and leading teams in impactful cross-functional initiatives. Equally balanced analytical and creative-minded leader who can synthesize business requirements into actionable architecture solutions that will have lasting positive impact.

	CTO & Advisor	COO & Co-Founder	Solution Architect & Senior Project Manager	Technology Consultant
	<b>Boston Public Library</b>	<b>First Step Coding</b>	<b>Twin Technologies</b>	<b>Deloitte Consulting</b>
Years of Experience				
Leadership	6+ Years			
Supervisor	10+ Years			
Cross-Functional Technical Program Management	8+ Years			
Project Management	13+ Years			
Technical Product Management	15+ Years			

## EXPERIENCE

MARCH 2019 – JUNE 2023

### CHIEF TECHNOLOGY OFFICER & ADVISOR, BOSTON PUBLIC LIBRARY

- Drove strategy and operational oversight of technology across partners, ~500 staff, and 27 locations
- Supervised 5 managers, 20 IT staff, and an annual budget of \$5M, involving federal, state, consortium, city, endowment, and donor funding sources
- Established and implemented new vision and strategic plan for customers (patrons) and staff, improving patron impact and redefining the role of the IT department as business partners
- Led high priority, cross-functional initiatives from planning and alignment through implementation
  - + Led remote work transition during covid: procured, architected, and implemented new systems and processes for work continuity and long-term efficiencies (MS Teams, Azure AD, etc.)
  - + Led recovery, communications, and security hardening after ransomware attack
- Identified wasteful processes across organization and led teams to design tech solutions resulting in 100s of hours saved monthly while supporting more data-based decision making
  - + Improved manual data collection process; Developed data flows, reports, and dashboards with partner to improve data access while protecting patron privacy (PowerBI, Azure Data Factory)
  - + Designed and led implementation of shift filling app to save supervisors ~30 hours a week while providing the structure to abide by union agreements (AirTable, Twilio, Single Page Next.js app)
  - + Built model driven application to improve social worker data collection and analysis – holistic patron interactions and better metrics for funding reports and planning (MS Power Platform)
- Secured \$3.4M in federal funds to develop new program to address digital divide in partnership with Boston Housing Authority through the long-term loan of 6,200 chromebooks and 3,000 LTE routers
- Developed transition plan and guided executive search to allow for seamless transition having decided to pursue other opportunities, currently provide transitional and advisory services

**NOV 2016 – MAR 2019**

**CHIEF OPERATING OFFICER & CO-FOUNDER, FIRST STEP CODING**

- Led the company's operations - bootstrapped business to over \$400k in annual revenue
- Advanced the careers and technical knowledge of hundreds of individuals through our top-rated beginner-focused introductory coding courses
- Developed referral partnerships & recurring revenue model
- Hired and supervised instructors; Taught and mentored students
- Designed and built self-paced course and companion courseware for live classes (Teachable)
- Streamlined employee and customer processes with clear documentation and low code workflows to minimize overhead and standardize procedures (Zapier)
- Designed and developed SQL fundamentals course curriculum

**SEPT 2013 – MAY 2017**

**SOLUTION ARCHITECT & SENIOR PROJECT MANAGER, TWIN TECHNOLOGIES**

- Led 20+ consultants, partners, and clients (onshore and offshore) through assessment, design, and implementation of subscription billing platform for global billion-dollar conglomerate
  - + Led platform assessment and gap analysis, including developing a solution blueprint to detail how complex business needs would be addressed within top platforms
  - + Developed roadmap and established change control process to continually align leads across business units, product teams, development team, and C-level executives for buy-in
  - + Analyzed existing user experiences and data flows impacted by billing changes
  - + Re-engineered complex business scenarios to work with new APIs
  - + Documented and communicated out complex end-to-end business flow and process changes
  - + Planned phased rollout through MVPs and incremental delivery to maximize benefit while minimizing risk
- Owned strategic client and partner relationships while managing agile development teams on projects worth \$1.5M annually (financial services, technology, retail, startup industries)
  - + Managed multiple projects at the same time from staffing and managing the development team to tracking and reporting on status, risks, & economics to facilitating design workshops

**JUNE 2007 – MAY 2013**

**TECHNOLOGY CONSULTANT, DELOITTE CONSULTING**

- Managed projects with up to eight developers building large-scale eligibility systems (Medicaid, LTC, SNAP, & UI) for various states
- Led software design and requirements gathering workshops for various workstreams and clients
- Managed six offshore testers who routinely executed 1,300+ test cases
- Led development of automated test framework & regression test suite that eliminated over 8 hours of smoke screen testing each week
- Authored & delivered comprehensive productivity tool and UI design classes for over 200 colleagues
- Advanced from Summer Scholar to BTA to Consultant and promoted to Senior Consultant at time of transition to Twin Technologies

**SUMMER 2006**

**THREAT AND VULNERABILITY MANAGEMENT INTERN, PRICEWATERHOUSE COOPERS**

- Assessed the security of the systems for one of the largest credit unions in the United States & made recommendations to protect against future attacks

**SUMMER 2005**

**SALES REPRESENTATIVE, VECTOR MARKETING**

- Streamlined door-to-door cutlery sales process to optimize revenue and minimize lost opportunities. Achieved top office sales several weeks throughout summer

**SUMMER 2004**

**FINANCIAL ANALYST, JETBLUE AIRWAYS**

- Analyzed the department budgets and identified opportunities for cost reduction. Reviewed findings and recommended improvements during multi-day meetings with President, COO, & department VPs

**EDUCATION**

**2008**

**COMPUTER ENGINEERING, UNIVERSITY OF MARYLAND, COLLEGE PARK**

Institute of Electrical and Electronic Engineers (IEEE) & Solar Decathlon (Smart Home Team)

**2007**

**FINANCE, UNIVERSITY OF MARYLAND, COLLEGE PARK**

QUEST Honors Program (Six Sigma Fundamentals), Hinman CEOs (Center for Entrepreneurship)

**VOLUNTEER ACTIVITIES**

- **Mentor & Judge**, 2022 – Present  
*MassChallenge* (Startup Accelerator)
- **Instructor**, 2019 – Present  
*Code & Circuit* (Youth STEM Education)
- **Board Member**, 2014 - 2021  
*Human Connections* (Responsible Tourism)
- **Co-Founder**, 2008 - 2015  
*Investours* (Economic Empowerment)

**CERTIFICATIONS**

- Leanstack Continuous Innovation Coach
- Agile Scrum Master
- ITIL Fundamentals

**PERSONAL ACCOMPLISHMENTS**

- Created memorable culinary “experiences”
- Refined negotiation tactics with toddler
- Transformed 1930’s cottage into a home
- Reclaimed wood and gave it new life
- Biked across New England
- Sailed our home from New York to Boston