



S. Zachariah Sprckett

Experienced product executive, author, mentor and leadership coach.

Phone: **613-265-0860**
Address: **28 Maricona Way,
Kanata, ON, Canada
K2T 1H2**
Website: <https://zac.sprckett.com/>
Email: zac@sprckett.com

S. Zachariah Sprckett is employed by SugarCRM Inc. in the role of SVP, Product Management. He is responsible for the entirety of SugarCRM's product portfolio and roadmap as well as the User Experience and Release Management functions.

Prior to joining SugarCRM, Zac served at Geeknet as Director of Network Operations where he was responsible for several high profile web sites, including SourceForge, ThinkGeek and Slashdot, which served over 60 million users a month.

Zac brings over 20 years of experience in technology roles and has extensive experience in Software Engineering, Site Reliability Operations and Sales.

EXPERIENCE

SugarCRM **SVP, Product Management**

Nov 2018 to Present

SugarCRM Canada Inc. **Member of the Board of Directors**

Oct 2012 to Present

- Manage operations for SugarCRM Canada Inc.
- Organizational planning

SugarCRM **VP, DevOps**

Jul 2016 to Nov 2018

- In addition to SugarCloud responsibilities, took on release management, cloud software engineering, engineering tools and release management functions
- Transformed the products organization from waterfall to more agile development
- Moved the organization from releases every 18 to 24 months to quarterly releases
- Improved product quality and ease of upgrade while simultaneously reducing cost of quality assurance by 60%
- Successfully architected and migrated IBM from on-premise installation to SugarCloud

SugarCRM **VP, Operations**

Aug 2011 to Jul 2016

- Built out and managed the team responsible for the availability of external facing corporate services, including our SaaS environment Sugar Cloud
- Oversaw in-service ground up rebuild of network, hardware and services using repeatable methodologies and processes including configuration as code
- Architected and implemented no-downtime, in service migration for SugarCloud environment from data center to AWS public cloud
- Significantly improved performance by building out a much more reliable and performant environment
- Designed and implemented policies and procedures for certifications including SSAE16 and ISO27001

Geeknet

Jan 2009 to Aug 2011

Director of Network Operations

- Designed and managed network infrastructure and security systems for SourceForge, Slashdot, Freshmeat and Thinkgeek
- Directly responsible for Network Operations and IT groups
- Created budgets for IT spending throughout the organization
- Managed policies and procedures for Sarbanes-Oxley compliance and was active in the audit process
- Successfully brought on two new branch offices and moved corporate headquarters from Mountain View, CA to Fairfax, VA

Mitel Networks

Aug 2006 to Jan 2009

Software Development Prime - Operating Systems

- Managed and directed the day to day activities of a team of senior developers
- Directly responsible for the roadmap and maintenance of the Linux platform used as the base for our entire applications portfolio
- Involved in the development of the NuPoint Messenger, Mitel Application Suite, Teleworker, Mobile Extension, Advanced Web Conferencing and Linux Call Server product lines
- Responsible for implementing and managing timelines as well as instituting and documenting development policies
- Acted as primary liaison with other groups to ensure expectations were set appropriately and then met
- Successfully designed, prototyped and managed the implementation of highly available, technically complex solutions for internal customers such as a geographically distributed clustering suite
- Demonstrated the ability to deliver product on time and on budget while managing and reacting to changing requirements

Mitel Networks

Dec 2001 to Oct 2004

Senior Sales Engineer

- Recruited major accounts and carrier partners
- Successfully presented solution portfolio to audiences with varied levels of technical expertise
- Performed business development throughout Asia Pacific region to bring new localized business offices into service
- Coached and delivered sales and technical training seminars for both internal and external audiences

- Worked with customers and independent labs supporting field trials and evaluations
- Acted as liaison to channel customer requirements through product marketing and engineering
- Developed custom software applications leveraging Mitel technologies to meet customer demands
- Demonstrated and deployed Voice over IP and data networking solutions
- Served on the Product Security Task Force

VA Linux

1998 to 2001

Senior Software Engineer

Promoted to Senior Software Engineer in 2000

- Lead software designer on open source VA Cluster Management (VACM) project
- Managed a team of software developers
- Developed embedded applications for low-level hardware management
- Authored and presented white papers at major technical conferences such as the Ottawa Linux Symposium and LinuxWorld Expo
- Designed a highly available web server that was used to serve content for the successful web telecast of a Victoria's Secret fashion show

Senior Sales Engineer

- Assisted Fortune 500 and government agencies in their decision making process
- Presented solution portfolio to senior management teams
- Created and managed customer evaluation programs
- Grew North American sales 500% to a run rate of over 50 million dollars per quarter
- Delivered pre and post sales expertise in both product and service domains

Corel Computer Corp

1997 to 1998

Software Engineer

- Assisted in port of Linux operating system to the ARM CPU based NetWinder
- Maintained master distribution image as well as build tools
- Lead engineer on WebFront small business web based management solution
- Presented at various trade shows such as Linux Expo and ISP Con
- Founding member of the NetWinder.org community development portal

LANGUAGES

English , French

CERTIFICATIONS

Certified Information Systems Security Professional (CISSP)

Mar 2015

(ISC)²

Certified Information Systems Auditor (CISA)

May 2016

ISACA

**AWS Certified DevOps Engineer -
Professional**
Amazon Web Services

Dec 2014

**AWS Certified SysOps Administrator -
Associate**
Amazon Web Services

Dec 2013

**Certified Sugar Solution Architect
Professional**
SugarCRM

Mar 2016

SKILLS

Linux, Perl, Unix, Architecture, Ruby, Puppet, MySQL, Certification, Operations, Risk Management, Version Control, Compliance, Development, C, Python, Configuration Management, Release Management, Product Management, Change Management, Software Development, Open Source, Data Centre Architecture, Scalability, PHP, Distributed Systems, Cloud Computing, Subversion, Networking, Enterprise Software, Apache, Software Documentation, Web Applications, Software Engineering, Servers, Bash, Troubleshooting, Architectures, Solaris, PostgreSQL, Git, LAMP, C++, Presentations, PaaS, SaaS, Amazon EC2, Operational Excellence, Linux System Administration, Operating Systems, Amazon Web Services (AWS), System Architecture, Agile Methodologies, Kubernetes, Docker