

## S. ZACHARIAH SPRACKETT

Experienced product executive,  
author, mentor and leadership  
coach.

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### EXPERIENCE



Zac serves as the Chief Product Officer and Chief Technology Officer at SugarCRM, where he leads the company's product strategy, vision, and execution. Before SugarCRM, Zac was the Director of Network Operations at Geeknet, managing high-profile websites like SourceForge, ThinkGeek, and Slashdot, catering to over 60 million monthly users. With more than 25 years in the tech industry, Zac's expertise spans leadership, product management, software engineering, site reliability operations, and sales. He demonstrates a profound capability to drive innovation and operational excellence across diverse technological landscapes.

#### SugarCRM

Feb 2022 to Present

##### Chief Product and Chief Technology Officer

#### SugarCRM

Nov 2018 to Feb 2022

##### SVP, Product

- Split the product portfolio from a single product with two editions into three base products with a suite of add-on products
- Participated in the due diligence, acquisition and integration of Collabspot, Salesfusion and Corvana

#### SugarCRM Canada Inc.

Oct 2012 to Present

##### Member of the Board of Directors

- Manage operations for SugarCRM Canada Inc.
- Organizational planning

#### SugarCRM

Jul 2016 to Nov 2018

##### VP, DevOps

- Prepared and positioned SugarCRM for outside investment by private equity firm Accel-KKR
- In addition to SugarCloud responsibilities, took on release management, cloud software engineering and engineering tools functions
- Transformed the products organization from waterfall to 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

Aug 2011 to Jul 2016

##### VP, Operations

- 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

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## 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

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## 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

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## 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

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## 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

		<ul style="list-style-type: none"><li>• Authored and presented white papers at major technical conferences such as the Ottawa Linux Symposium and LinuxWorld Expo</li><li>• Designed a highly available web server that was used to serve content for the successful web telecast of a Victoria's Secret fashion show</li></ul>		
		Senior Sales Engineer	<ul style="list-style-type: none"><li>• Assisted Fortune 500 and government agencies in their decision making process</li><li>• Presented solution portfolio to senior management teams</li><li>• Created and managed customer evaluation programs</li><li>• Grew North American sales 500% to a run rate of over 50 million dollars per quarter</li><li>• Delivered pre and post sales expertise in both product and service domains</li></ul>	
		<b>Corel Computer Corp</b>	1997 to 1998	
		<b>Software Engineer</b>	<ul style="list-style-type: none"><li>• Assisted in port of Linux operating system to the ARM CPU based NetWinder</li><li>• Maintained master distribution image as well as build tools</li><li>• Lead engineer on WebFront small business web based management solution</li><li>• Presented at various trade shows such as Linux Expo and ISP Con</li><li>• Founding member of the NetWinder.org community development portal</li></ul>	
		<b>LANGUAGES</b>	<b>English (Native proficiency), French (Limited working proficiency)</b>	
	<b>CERTIFICATIONS</b>	<b>Certified Information Systems Security Professional (CISSP)</b>	Mar 2015	(ISC) <sup>2</sup>
		<b>Certified Information Systems Auditor (CISA)</b>	May 2016	ISACA
		<b>AWS Certified DevOps Engineer - Professional</b>	Dec 2014	Amazon Web Services
		<b>AWS Certified SysOps Administrator - Associate</b>	Dec 2013	Amazon Web Services
		<b>SKILLS</b>	<ul style="list-style-type: none"><li>• <b>Strategic Leadership:</b> Demonstrated ability to lead and inspire product and technology teams, fostering a culture of innovation and continuous improvement.</li><li>• <b>Product Vision and Management:</b> Expertise in defining product strategy, roadmapping, and lifecycle management to align with customer needs and business goals.</li><li>• <b>Software Development Excellence:</b> Deep understanding of the software development lifecycle, including Agile and DevOps practices, from conception to deployment, emphasizing quality and user experience.</li><li>• <b>Technical Architecture and Innovation:</b> Advanced knowledge in designing scalable system architectures, leveraging both cloud and on-premise solutions to drive business growth and efficiency.</li><li>• <b>Data Analytics and Machine Learning:</b> Practical experience leveraging data analytics and machine learning to drive product insights and improve decision-making processes.</li><li>• <b>Cloud Computing and Infrastructure:</b> Proficient in AWS cloud services</li></ul>	

implementing cloud-native technologies to enhance scalability and performance.

- **Containerization and Orchestration:** Expertise in Docker, Kubernetes, and other container management tools to optimize application deployment and scalability.
- **Cybersecurity and Risk Management:** Strong background in identifying and mitigating risks, ensuring compliance with data protection regulations, and safeguarding against cyber threats.
- **Networking and Enterprise Solutions:** Proficiency in designing and implementing robust networking solutions that support enterprise-scale applications and services.
- **Digital Transformation:** Proven track record in leading digital transformation initiatives, leveraging technology to enhance business processes and customer engagement.
- **Vendor and Stakeholder Management:** Skilled in negotiating with vendors and managing relationships with key stakeholders to align technology solutions with business objectives.
- **Communication and Collaboration:** Exceptional ability to communicate complex technical concepts to non-technical stakeholders, fostering cross-functional collaboration and buy-in.