

ISMAEL ARENZANA

SOFTWARE PRODUCT EXECUTIVE

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SUMMARY

Software product engineering executive specialized in mission-critical product development from inception to release and delivery. Revenue-focused (increasing revenue per contract by 15%) and people-oriented with more than 20 years of experience in the technology world. Cleared to work in the United States and European Union.

AREAS OF EXPERTISE

Team Leadership and Development | Product Vision and Direction | Enterprise Technology Strategy 9-1-1/Public Safety industry knowledge | DevOps | GIS and Location Services

CAREER HIGHLIGHTS

- Lead INdigital's next generation GIS platform providing a 15% increase in net revenue per contract and saving future (5 year estimate) revenue loss of \$16M.
- Directed the product development of the 9-1-1 static location delivery platform. Improved release cadence by 60% and a 400% speed increase in bug and feature implementation.
- Authored the first data product and technical plan. This plan is reducing the revenue loss (due to required partnerships) in \$750,000/year with a 5-year reduction of \$1.7M yearly.

EXPERIENCE

Director of Product and Engineering at INdigital *indigital.net*

June 2021 - Present
Fort Wayne, Indiana

Pioneered the location services and data analytics product lines at INdigital, a 9-1-1/Public Safety network and software provider.

- Direct the creation of the GIS and data product lines by defining a vision, development strategy, KPI definition, requirements gathering, and following the full life cycle of the product.
- Yearly budget creation and management for the product lines working with a \$1.5M yearly budget.
- Managed an expanding team of 8 engineers and managers with set goals, performance expectations, and career development plans.
- Direct the software engineering and product teams with a total of 16 professionals creating 3 9-1-1-critical products. With 8 direct reports (2 of them managers themselves).

Senior DevOps Engineer at INdigital *indigital.net*

July 2016 - June 2021
Fort Wayne, Indiana

Managed the location services serving more than 15% of the United States population, and data-driven product lines for INdigital, a 9-1-1/Public Safety network and software provider.

- Established the products' lifecycle: quality assurance, CI, production deployments, assisting software development and product management.
- Design, implementation and management of the data flow technologies and processing ingesting metrics in near real time on more than 5000 events per second.

Systems Architect at TransWorks, Inc
trnswrks.com

November 2013 - July 2016
Fort Wayne, IN

Specialized in engineering platforms and solutions for the company's logistics management software.

- Systems Engineering.
- IT Project leadership.
- Oracle and Postgres DBA.
- Key architect of the first microservices team in the company. Improved feature delivery of the flagship product from 2 per year to 1 per week and improving resource utilization by 600%.

Operations Associate - Omnesys Technologies, Inc
omnesys.com

June 2004 - June 2012
Pearl River, New York

Administered UNIX servers (Solaris and Linux) and Omnesys's native middleware.

- Consultant for JPMorgan Chase, supporting the Omnesys-powered market trading software infrastructure.
- Development and deployment the new data distribution plant and the design of the new data distribution schema provided to the bank that increased throughput on same resources by 75%.
- EMEA primary operator for Rithmic, LLC (New York) supporting the Omnesys-powered full trading platform.

EDUCATION

Universidad Internacional de La Rioja - Logroño, Spain
Masters of Business Administration (MBA)

April 2020 - May 2021

Indiana Institute of Technology - Fort Wayne, Indiana
Bachelor of Science, Business Administration - MIS
Graduated Summa Cum Laude.

September 2012 - May 2016

I.E.S Rey Fernando VI - Madrid, Spain

Associates Degree in Enterprise Software Development and Analysis

September 2002 - June 2004

OTHER EXPERIENCE

Adjunct Instructor - Indiana Institute of Technology
indianatech.edu

March 2023 - Present
Fort Wayne, Indiana

Lecturing instructor for the university's STEM and Spanish MBA programs teaching graduate-level courses in data analytics, marketing, and innovation.