

Derek Ross | Field CTO

📞 425-240-5068 • ✉ derek.g.ross86@gmail.com

I have been leading enterprise delivery teams for 10+ years with a focus on enterprise architecture, CI/CD pipeline orchestration, and developer experience simplification. I bring my passion for and experience in solving enterprise problems at scale to every team I work with. I have worked heavily in mobile technology, aviation engineering, logistics sales, and operations and I have used evolving technology to excel at each position I've held. Prior to this I was a Special Forces Medical Sergeant, small business owner, and account executive. The unique skill sets and experiences I bring from all these roles allow me to be a better leader, technologist, and teammate. My dedication to superior quality and achievement sets me apart in my industry.

Previous Employment

- **TrueMark**
Field Chief Technology Officer

Salt Lake City, UT
October 2024 – Present

As Field CTO at TrueMark, I lead our customer facing technical team. I support AWS greenfield and existing customers in navigating critical business challenges such as hybrid networks, compliance, governance, cloud-first architectures, cost optimization, modernization, and CI/CD patterns. I actively participate in industry conferences, meetups, and onsite visits to provide hands-on support and strategic guidance. My role involves helping our teams develop code templates, architect new solutions, and facilitating collaboration with customer engineering teams to enhance automation, ensuring that our customers can focus on meeting their own clients' needs. I also serve as a key liaison between the field and TrueMark engineering teams, offering insights that drive product development and elevate customer satisfaction.
- **Amazon Web Services**
Senior Solutions Architect - Higher Education

Salt Lake City, UT
September 2022 – September 2024

I lead enterprise accounts in Utah and Nevada consisting of R1 research institutions and state agencies. These institutions required guidance to migrate and transform their software hosting from on-prem to cloud infrastructure for EHR (electronic health record) systems, health care integration engines, high performance research computing, and general enterprise applications that support their organization. I worked as a containerization specialist helping customers across verticals modernize their applications to run on AWS containers services and designing their new CI/CD processes. I built GenAI templates on cutting edge services as they came out to include AWS Bedrock and Sagemaker. I also worked on customer advisory boards guiding higher education C-Level execs through their digital transformation journey due to my successes both in commercial, higher education, and state and local government organizations.
- **Opsera.io**
Founding Solutions Engineer - DevOps Consultant

San Jose, CA
October 2021–September 2022

I lead the customer facing technical practice at Opsera. I developed technical demonstrations, example pipelines, and SDLC architecture training for customers both pre and post sale. I hired a team of SEs and worked to build out the Account Executive team. I provided customer centric product feedback to the design team working to allow for constant improvement of the customer experience. My priority was to build a customer centric organization and practice that allowed customers to understand, purchase, and implement Opsera solutions efficiently. I was responsible for scaling outreach through videos, blogs, white papers, and conference talks.
- **Browserstack**
Lead Solutions Engineer - CI/CD SME

San Francisco, CA
January 2020–October 2021

I met with Browserstack's most strategic clients virtually and in-person to develop, prototype, and deliver solutions that provided best-in-class test automation strategies. I was responsible for delivering and maintaining standards within all technical code examples, technical content, and customer facing product demos. Led as a technical evangelist delivering presentations at global conferences, local meetups, and customer events. I was responsible for professional consulting services for redesign of enterprise release engineering processes from ideation to production using DevOps methodology and tooling.

- **Sauce Labs** **San Francisco, CA**
Sr. Solutions Engineer - DevOps Consultant *July 2019–January 2020*
I am responsible for delivering and maintaining standards within all technical code examples, technical content, and value based delivery across all product offerings. I am a technical evangelist delivering presentations at global conferences, local meetups, and Sauce Labs customer events. I provide SME support to all Sales Engineers globally supporting them through deep technical issues, test automation troubleshooting, 3rd party integrations, and enterprise architectural design. I provide basic and advanced training to incoming and veteran Solutions Engineers. I act as a liaison between customers and the Sauce Labs product teams to coordinate new technical scenarios and drive best practices into key customer solutions.
- **Sauce Labs** **San Francisco, CA**
Sr. Solutions Engineer *Feb 2018–July 2019*
I met with Sauce Labs' most strategic clients virtually and in-person to develop, prototype, and deliver solutions to provide the best possible experience for the customer. I utilized my exceptional communication skills and a high level of technical expertise to speak with C-level executives and technical business owners while also working with the technical delivery teams to connect with and guide individual contributor level influencers.
- **T-Mobile Digital Delivery** **Bothell, WA**
Technical Product Owner - Enterprise Delivery Pipeline *Nov 2017–Feb 2018*
I was responsible for the delivery of strategy, vision, and prioritization for all tools and development enabling transition to a DevOps software delivery model. I was heavily focused on transforming the entire software development lifecycle including source control management, build management, artifact management, and deployment standardization.
- **T-Mobile, Digital Delivery** **Bothell, WA**
Sr. DevOps Engineer *Mar 2017–Nov 2017*
I was responsible for creating enabling tools and processes to support DevOps practices and continuous testing of application code. Provided architecture solutions to teams tasked with moving monolithic applications to architectures supported by AWS, AWS Gov Cloud, and Pivotal Cloud Foundry. Lead initiatives to move the organization to a CI/CD model utilizing Selenium, TestNG, Appium, Jenkins, Docker, Artifactory, GitHub, and Linux systems. Also, I provided DevOps coaching to development teams in transition from waterfall to agile project management.
- **GE Aviation, Digital Engineering Solutions** **Cincinnati, OH**
DevOps Engineer/ScrumMaster *Jan 2014–Feb 2017*
Responsible for bringing in 3rd party solutions to serve as the core for the GE Aviation Digital Thread initiative. This included providing development teams the technology necessary to move legacy engine design and certification tools to AWS, AWS Gov Cloud, and GE Predix. I led initiatives to move the organization to a CI/CD model utilizing Jenkins, Docker, Artifactory, GitHub, and Linux systems. Also, provided agile coaching during transition from waterfall to agile project management.
- **US Army Special Forces** **US Military Bases**
Special Forces Medical Sergeant *Oct 2005–Mar 2013*

I spent 8 years as a US Army Special Forces Operator with extensive international travel across Europe, the Middle East, and South America. I earned the "Lancero" badge after spending 6 months in the Colombian Army where I did not speak English or interact with any Americans for the duration of the exchange program. Achievements include Airborne School, Combat Diver Course, and earned "The Green Beret." I supported technology implementations to support communications and operations in austere environments across the world. I provided medical expertise and was responsible for health and welfare of up to and including 100 soldiers. Frequently led host nation forces in their own language developing training plans, personal relationships, and combat leadership for up to a battalion sized, 360 troops, units. Responsible for budgets and assets in excess of 5 million dollars.

Education

- **Xavier University** **Cincinnati, OH**
○ *Bachelor of Business Administration, Management Information Systems*

Skills

- **Programming Languages:** Proficient in: JavaScript, Java, and Python
- **Industry Skills:** CI/CD Tooling, SCM Tools, Containerization Technology, Kubernetes, Agile Management, Software Testing, Test Driven Dev, AWS, Azure, Linux Administration, Enterprise Security and Networking
- **Business Skills:** Track record for building and hiring high performance teams
- **Other:** Spanish speaking, AWS Security Specialty, AWS Solutions Architect - Professional, Certified Kubernetes Admin