

Laurence Bump

TECHNOLOGY EXECUTIVE · VP of IT

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EXECUTIVE SUMMARY

Results-driven technology executive specializing in aligning IT strategy to core business objectives for CIOs, CTOs, and CFOs seeking a proven VP of IT. Adept at leading large-scale digital transformations, cloud modernization, and zero trust cybersecurity adoption in Fortune 500 and high-growth environments. Consistently delivered over \$30M in verified cost savings for employers by optimizing technology spend, renegotiating major vendor contracts, and streamlining operations. Expert at driving EBITDA growth, enabling M&A due diligence and integration, and ensuring compliance with FedRAMP, CMMC, and other regulatory frameworks. Demonstrated ownership of budgets up to \$120M, with a strong record of board-level reporting and enterprise architecture leadership across teams of 300+. Builds high-performing, accountable teams and fosters a culture where technology is a measurable driver of business value.

CORE COMPETENCIES

Leadership	Cloud & Infrastructure	Security & Compliance	DevOps & Engineering
Team Development & Coaching M&A Diligence & Integration Organizational Change Contract Management Board-Level Reporting	AWS, Azure, GCP Cloud Migration & FinOps Network Architecture Telecom / VoIP / UCaaS Microsoft 365	FedRAMP ATO, CMMC ISO 27001, SOC 2 Type II HITRUST, HIPAA, PCI DSS IT Governance & Risk Zero Trust Architecture	DevSecOps, CI/CD Docker, Kubernetes SDLC, SRE ServiceNow, SailPoint SAP ERP, Salesforce

PROFESSIONAL EXPERIENCE

Vice President, IT Operations, Engineering & Cloud | **Optiv Security**

Mar 2024 – May 2025

- Technical Leader on the AI Governance Committee, evaluating and deploying LLMs (ChatGPT, Gemini, Copilot, Claude, Grammarly) and Azure Data Fabric, and establishing KPIs for investment and value measurement.
- Led a 50-person cross-functional IT organization within a \$20M budget, executing a comprehensive digital transformation and reducing operational costs by \$5.25M in EBITDA over 18 months.
- Negotiated a 25% reduction across for mobile devices and laptops
- Achieved \$3M in savings through ServiceNow contract optimization and strategic vendor negotiations.
- Decreased AWS cloud expenses by \$1M annually by implementing new architecture and FinOps management.
- Negotiated Broadcom (VMware) licensing restructuring to secure \$250K in cost savings.
- Reduced telephony operational expenditures by \$1M annually through VoIP/UCaaS transition and partner negotiations.
- Led the CMMC compliance program, opening new DoD federal contracting pipeline access.
- Implemented L1–L3 process improvements to automate HR/IT workflows via ServiceNow and SailPoint, reducing employee onboarding time from 10 to 2 days and streamlining offboarding.
- Delivered a 75% reduction in ticket resolution times (from 15 to 3 days) through ITSM process redesign and AI automation.

Head of IT & Cybersecurity | **OLM / (Performance Food Groups)**

Dec 2022 – Mar 2024

- Managed an \$8M IT budget and strategy with a team of 10+ staff, fostering strong relationships with business stakeholders to achieve strategic objectives.
- M&A IT and Cyber lead during the PFG acquisition, authoring due diligence documentation, negotiating technology transition terms, and executing a zero-downtime integration.
- Maintained 99.99%+ availability for SAP ERP and ManageEngine CRM throughout the acquisition lifecycle for manufacturing, sales, and distribution
- Deployed and configured ManageEngine ITSM, improving service processes and reducing customer IT complaints.
- Developed and executed a 12-month IT roadmap, deploying retail POS technology across 200 stores to enable real-time inventory and sales visibility enterprise-wide.

- Designed an enterprise observability platform covering IT and cybersecurity operations, reducing MTTR on critical incidents.
- Directed a physical security transformation across the enterprise, deploying 300+ surveillance cameras and 150 wireless access points in manufacturing facilities.

Vice President, Cloud SaaS, IT & Cybersecurity | MetricStream

Jun 2020 – May 2022

- Oversaw a \$12M IT/cloud budget and strategy with a global team of 50+ members.
- Compliance executive for ISO 27001, SOC 2 Type II, HITRUST, GDPR, and HIPAA for a GRC SaaS platform serving 500+ enterprise customers.
- Drove critical incident eradication of Log4j vulnerability across 8 private and 2 public clouds for over 2000 systems
- Generated \$1.9M in annualized savings through FinOps management of AWS costs by rearchitecting cloud infrastructure.
- Migrated more than 100 customers from private data centers to AWS/Azure as part of a digital transformation strategy.
- Executive pre-sales technology strategy expert for enterprise sales cycles and RFPs for cyber and operations.
- Developed a SaaS tenant pricing model to enhance platform P&L and drive revenue growth.
- Improved CI/CD pipeline, Docker/Kubernetes containerization, and DevOps automation within the SRE team to increase release velocity and minimize deployment risk.

Senior Director, Cloud | AtHoc (BlackBerry)

Nov 2016 – May 2020

- FedRAMP System Owner, leading initial ATO authorization and two consecutive annual renewals.
- Managed SaaS/DevOps operations for 200+ Federal and Commercial customers across 14 multi-tenant instances.
- Produced and reviewed operational KPIs for service and availability with commercial and Federal customers.
- Led Federal customer outreach for pre-sales and post-sales platform architecture and security.
- Designed enterprise BC/DR programs, defined RTO/RPO frameworks.
- Deployed advanced observability tools to automate proactive reporting and alerting in the compute ecosystem.
- Developed ITSM processes and deployed Jira and Jenkins automation to enhance efficiency in Service, Incident, Change, and Problem management.

Vice President, Cloud, IT & Cybersecurity | Echopass (Genesys)

May 2012 – Jun 2016

- Led all IT, SaaS, Cybersecurity, Program Management, and QA functions.
- Secured Board of Directors approval for a \$1.6M PCI DSS Program Plan, attaining third-party attestation within six months and directly enabling the Genesys acquisition.
- Achieved 99.99% availability across three multi-tenant, omni-channel cloud platforms.
- Authored policies and procedures related to ITSM, cybersecurity, and customer knowledge bases.
- Produced financial recommendation for transition of three data centers to AWS.
- Managed enterprise client relationships with Hartford Insurance, DirecTV, and Churchill Downs.
- Developed strategic roadmaps and resource allocation plans to align IT, engineering, and support priorities.

Vice President, Global IT Operations | NetApp

Aug 2006 – Feb 2012

- Hire Director of Network Engineering and Operations; promoted to Vice President within two years.
- Directed a \$120M budget and a team of 300+ staff across six global IT departments, four data centers, and 72 offices.
- Oversaw service of 100,000+ incident and service tickets annually as leader of global L1–L3 support.
- Renegotiated contracts with Verizon and AT&T, achieving multi-year savings of over \$10M.
- Governed 10,000+ endpoints, global LAN/WAN redesign, SOX compliance, and IT governance across APAC, EMEA, and the Americas.
- Ensured 99.99% availability and reliability across multiple global data centers.
- Spearheaded outsourcing of L1/L2 operational support functions, achieving \$5M in annual cost savings while maintaining SLA performance.
- Executive Sponsor for Remedy ITSM platform migration to ServiceNow.

EDUCATION & CERTIFICATIONS

BS, Information Systems — Western Governor's University (2019)

United States Navy Veteran

ITIL Foundations Certified