

Darren Joyce

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SUMMARY

Chief Technology Officer with 19 years in technology and over 10 years of that experience in senior leadership roles. Achievements include spearheading the development and implementation of a scalable technology roadmap, leading to enhanced platform performance and security. Directing global technology integrations, driving the adoption of omni-channel strategies, and leading the migration to cloud-based eCommerce platforms, optimizing efficiency and customer experience. Applying for the Chief Technology Officer position, offering extensive expertise in digital transformation, agile methodologies, and project management.

EXPERIENCE

Chief Technology Officer

PXG (Parsons Xtreme Golf)

February 2024 – Present, Scottsdale, Arizona, United States

- Directed a multi-disciplinary technology team consisting of over 100 members, optimizing organizational efficiency across various tech departments.
- Directed comprehensive global technology integrations for a leading bespoke golf company with operations in four countries.
- Spearheaded the development and implementation of a scalable technology roadmap, enhancing platform performance and security.
- Led the successful migration of legacy systems to modern, cloud-based eCommerce platforms, minimizing operational disruption.
- Drove the adoption of omni-channel strategies, resulting in seamless customer experiences across web and in-store interactions.
- Promoted agile methodologies, accelerating development cycles and enhancing responsiveness to market changes.
- Optimized platform performance, ensuring high availability and fast load times, resulting in improved user experience.
- Managed vendor relationships and negotiated contracts, ensuring service level agreements were consistently met.
- Led change management initiatives, achieving smooth adoption of new technologies and processes across the enterprise.
- Fostered a culture of innovation, encouraging experimentation with emerging technologies and identifying new enhancement opportunities.

Vice President Of Technology

PXG (Parsons Xtreme Golf)

March 2021 – February 2024, Scottsdale, Arizona, United States

- Directed technology initiatives in a fast-paced global organization, fostering innovation and digital transformation.
- Integrated technology into core business strategies to drive innovation and competitive advantage.
- Strategically migrated critical global on-premises workloads to the cloud within cap-ex and op-ex constraints, enhancing scalability and efficiency.
- Anticipated and addressed technology needs during rapid-growth periods, implementing strategic solutions to accommodate complex workflows.
- Empowered stakeholders to utilize their expertise, cultivating a collaborative environment and collective achievement.
- Strengthened the technology department's influence through effective communication and relationship-building across the organization.
- Oversaw critical technology upgrade cycles, implementing robust maintenance protocols and expert support to maintain high systems availability.
- Ensured the technology team met or exceeded customer requirements by fostering a culture of accountability and pride of ownership.
- Translated complex technical documents and reports for non-technical stakeholders, enhancing cross-functional understanding.
- Established and maintained standard operating procedures and best practices, providing clear protocols and guidance to technology staff and end-users.

Director of Information Technology

YAM Management, LLC

2014 – March 2021, Scottsdale, AZ

- Facilitated inter-team collaboration, implementing technological advancements to propel business vision and expansion.
- Implemented incentive structures and performance feedback mechanisms, driving a 20% increase in overall team productivity.
- Developed strategies to migrate critical global on-premises workloads to the cloud, adhering to cap-ex and op-ex constraints.
- Identified technology needs during rapid-growth periods, implementing strategic systems to accommodate complex workflows.
- Encouraged stakeholders to take ownership in their areas of expertise, fostering collaboration and shared success.
- Expanded the department's influence through effective communication and relationship-building across the organization.
- Offered expertise, guidance, and support during system upgrades, installations, conversions, and maintenance cycles.
- Cultivated a culture of accountability and ownership within the IT department, consistently surpassing customer expectations.
- Optimized IT support operations by integrating advanced monitoring tools and performance metrics, leading to a 25% reduction in incident response times.
- Established and maintained standard operating procedures and best practices, providing clear guidance to IT staff and end-users.

EDUCATION

Bachelor of Science, Technology Management

Northern Arizona University • 2011 – 2012

Associate in Applied Science, Microsoft Technology

Estrella Mountain Community College • 2010 – 2011

Associate in Applied Science, Cisco Networking

Glendale Community College • 2008 – 2010

SKILLS

Strategic Planning, Integration, Cloud Computing, Digital Transformation, Cybersecurity, Data Analytics, Agile Methodologies, Vendor Management, Change Management, Innovation Leadership, Regulatory Compliance