

GARY ZORKO

Customer Operations and Technology Leader

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📍 Corona, California

MY RELEVANT EXPERIENCE

- proactiv** VP, Technology/CTO
Alchemee (formerly Proactiv) 📅 2020 - 2022 📍 Santa Monica, California
Publicly held international direct-to-consumer seller of acne treatment and skin care products through online subscription and business-to-business retail channels.
- Joined as the company was exiting a joint venture, necessitating full-stack platform replacement. Evaluated technology, data, and process maturity.
 - Managed IT proper, digital software development (eCommerce) development & QA, PMO, and digital product management.
 - Led full replacement of ERP, eCommerce, OMS, EDI, data warehouse, call center, and 3PL warehouse systems.
 - Responsible for the day-to-day IT needs of the company, including desktop/network support, cloud systems (AWS), security & compliance (including PCI), FDA-compliant validated systems, IT contracting, project management, and capacity planning.
 - Issued RFPs, negotiated contracts, and led implementation for more than \$12MM in technology projects.

- Z** Chief Information Officer
Z Gallerie 📅 2014 - 2019 📍 Gardena, California
Privately held national retailer of home furnishings and art through brick-and-mortar stores and online presence.
- From the C-suite, directed the day-to-day IT support of the company (84 locations nationwide), including desktop/network support, retail systems, data center/network management, security & compliance, cloud architecture, IT contracting, project management, and capacity planning.
 - Took on interim COO role, including leading customer service, supply chain, distribution, and transportation (hired VP of Operations) and would have been named COO if company had survived bankruptcy.
 - Issued RFPs, negotiated contracts, and led implementation for more than \$8MM in technology projects.

- HOT TOPIC** Director, Web Technology
Hot Topic 📅 2005 - 2007 📍 City of Industry, California
Publicly held brick-and-mortar & online retailer of music and pop culture-themed apparel and merchandise.
- Designed and managed the deployment of fulfillment systems and infrastructure in West Coast and green-field East Coast distribution facility.
 - Implemented coded-tote, pick-to-light and other fulfillment automation solutions.
 - Built and deployed partner EDI, customized product and drop-ship programs.

-  Director, Technical Operations
The Walt Disney Company 📅 1995 - 2005 📍 Burbank, California
Publicly-traded global entertainment firm with film, television, radio, print, digital, theme park, and consumer products divisions. Worked for Studios, Corporate Services, and Walt Disney Internet Group.
- Led a geographically-dispersed (North Hollywood, Orlando, and Seattle) team of systems admins, DBAs and project managers in supporting digital properties for Disney Online, Disney Stores, and Parks and Resorts. Directed network, software, and QA engineers.
 - Developed and managed the high-volume platforms of Disney Online, Walt Disney Parks & Resorts/Disney Cruise Line (booking and customer systems), Disney Stores Online/Disney Shopping (eCommerce), and Toontown Online.
 - Led the implementation of ITIL processes, as well as SOX and PCI compliance efforts. Unified production and site support teams under common policies and methods, improving stability and uptime to 99.99%.

ABOUT ME

I'm a seasoned, mature, and relentlessly creative operator, a leader with years of experience in many and varied trenches. Following a path unconventional for technology leaders, I've ascended to top postings in recognized companies and shepherded scrappy startups through my grit and determination.

I build highly-capable, loyal and accountable teams, tying their goals and performance objectives to the mission of the company and the aims of the clients they serve. A customer-first mindset is at the core of all that I do. My ability to quickly learn a business and wrap my arms around its challenges is respected and has been rewarded.

I am primed to drive an organization to growth and profitability through the improvement of existing products and services and the introduction of new lines of business. Big-picture thought paired with practical and responsible execution are the keys.

MY STRENGTHS



Leadership

I've built, mentored, and managed strong distributed teams, setting clear direction and driving accountability.



Connections

I'm heavily networked in the retail, ecommerce, and product management communities and attendant software spaces. I have a large collection of resources upon which I can call and depend.



Hands-On

I'm most comfortable and fulfilled operating between high-level strategy and hands-on operation. I'm not afraid to get my hands dirty.



Collaboration

The consummate business partner, I'm solution-oriented, and radically transparent.



Analysis

A "beginner's mindset," a hunger for knowledge, and a natural talent for probing conversation make me an apex analyst.



Communication

I bring factions together. I calm the chaos. I demystify the technical, and translate need into action.

MY PHILOSOPHY



Technology is culture, and technology problems are people problems. Mind the people and the technology is easy.