

Ben Greeno

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Summary

IT strategist and systems consultant specializing in cross-functional solution design, workflow orchestration, and enterprise automation. Experienced in diagnosing complex technology issues, architecting scalable integrations, and leading change across business and IT functions. Skilled in root cause analysis, digital transformation, and strategic planning to align technology delivery with business outcomes.

Experience

The Art of Support

Boulder, CO

Founder & Consultant

October 2023 - Present

- Serve as a consultant for clients, assessing current systems, diagnosing operational pain points, and designing integrated IT solutions.
- Lead discovery and architecture for enterprise automation and data integration projects, ensuring alignment with strategic goals, resulting in a 30% reduction in manual processing time across integrated workflows.
- Partner with stakeholders and technical teams to define requirements, document interdependencies, and plan phased implementations.
- Facilitate change management and readiness across cross-functional teams, coaching partners through technology adoption, improving adoption rates of new tools by over 25% through structured change enablement.
- Translate business priorities into technical design through process mapping, platform evaluation, and automation strategy.

Vendr

Boston, MA

Principal Support Engineer

July 2024 - May 2025

- Acted as IT liaison between Product, Engineering, and Operations to design resilient, integrated systems supporting procurement automation, reducing workflow friction and accelerating delivery across multiple business functions.
- Led root cause analyses and data-driven process improvement for LLM- and API-based workflows, reducing incident recurrence by 30% and shortening triage time by 25%.
- Partnered with leadership to develop and deploy technical standards for workflow reliability and inter-system communication, increasing automation accuracy and system uptime by over 20%.
- Advised teams on platform scalability, analytics integration, and data governance, enabling consistent performance monitoring and more accurate data-driven reporting across the procurement ecosystem.

Recurly

Boulder, CO

Director of Technical Support

July 2021 - October 2023

- Directed a multi-channel support operation with a focus on data-driven improvement and IT-enabled service delivery.
- Led cross-functional automation and systems integration initiatives spanning Support, Product, and Engineering, reducing handle time by 25% and increasing throughput across 100K+ annual support interactions.
- Implemented analytics pipelines to inform executive decision-making and prioritize technical investments, enabling faster identification of trends and more efficient resource allocation.
- Collaborated with enterprise architects to streamline customer experience systems and reduce operational complexity, improving system stability and cross-team visibility.

Gloo

Boulder, CO

Director of Support Services

August 2015 - March 2021

- Partnered with technical leadership to architect scalable SaaS platform operations, enhancing service reliability and supporting multi-product growth.
- Designed IT governance processes, service delivery frameworks, and escalation systems aligned with business objectives, improving SLA compliance and reducing escalation volume by over 20%.
- Translated organizational goals into system-level requirements and automation strategies, accelerating feature delivery and strengthening alignment between engineering and support teams.

Judson University

Elgin, IL

Director of Information Technology

September 2012 - August 2015

- Directed IT strategy and infrastructure modernization initiatives aligned with institutional objectives.
- Developed a multi-year technology roadmap balancing cost, performance, and business priorities, achieving a 25% cost reduction and improved infrastructure reliability.
- Drove adoption of integrated systems across academic and administrative functions.

Certifications

Certified SAFe® 5 Agilist

Scaled Agile, Inc.

- Applied SAFe principles to lead scalable support initiatives, improve team alignment, and drive cross-functional collaboration across support, product, and engineering.

Education

Leadership & Management, Business

Judson University

Elgin, IL

Skills

IT Strategy & Consulting

Internal IT consulting • Cross-functional business partnership • Analytical problem framing • Data-driven strategic recommendations • Advisory support for IT operations and business functions • Stakeholder and SME engagement • Strategic opportunity discovery and intake prioritization

Root Cause & Solution Design

Root cause analysis and triage for complex technical issues • Issue diagnosis and resolution under ambiguity • End-to-end process design and system strategy • Documentation and reconciliation of requirements • Application interdependency mapping and documentation • Change-impact assessment and risk mitigation

Program & Project Delivery

Program management across multiple concurrent initiatives • Translation of strategic recommendations into actionable plans • Operational readiness planning • Process improvement and transformation delivery • Agile and Waterfall execution • Scoping, timeline, and deliverable definition

Leadership & Change Management

Strategic partnering and influence in matrixed environments • Change leadership and coaching of stakeholders • Executive-level presentation and reporting • Communication and escalation planning • Mentorship of junior consultants and peers • Collaboration with enterprise architects, product owners, and C-suite stakeholders

Technical & Business Fluency

Modern IT infrastructure and digital technologies • Business architecture and enterprise systems integration • Workflow automation and data orchestration (APIs, CCaaS, cloud platforms) • Foundational business principles (finance, strategy, operations) • Continuous learning and adaptation to evolving IT landscapes