

# PETER ALBRIGHT

Sioux City, IA – Seeking Remote Work with Occasional Travel

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## EXECUTIVE SUMMARY

Operations and technology executive with 30+ years of experience building systems, leading teams, and optimizing performance. Proven success in organizational design, workflow development, data-driven decision-making, and cross-functional alignment. Combines a people-first leadership style with strong operational and technical fluency to strengthen infrastructure, streamline processes, and support scalable growth.

## AREAS OF EXPERTISE

**LEADERSHIP & CULTURE:** Executive Team Leadership | Strategic Planning | Employee Development | Change Management

**OPERATIONS:** Process Optimization | Budget & Financial Management | Cross-Functional Alignment | SOP Development | Client Success | KPI & Dashboard Design

**TECHNOLOGY:** Enterprise Architecture | Virtualization | Risk & Compliance Management | System Architecture | Data Security | Automation | Compliance (HIPAA, ITGC)

**BUSINESS EXCELLENCE:** Strategic Planning | Cross-Functional Collaboration | Vendor Management | Program Development

## PROFESSIONAL EXPERIENCE

### Felix Strategies – Remote

2024 | Present

#### “Chief Operating Officer”

Lead company operations and growth strategy for a national media, podcast, and communications firm. Architect the organization’s internal systems, including SOPs, pricing frameworks, onboarding/offboarding, service delivery pipelines, and communication standards. Built and manage the company’s complete operational stack (Zoho CRM, Social, Bookings, Campaigns, Projects) to enable data-driven decision-making and consistent client experience.

- **Designed and implemented** client success reviews to improve retention, quality of service, and strategic clarity.
- **Created scalable company processes** including lead management, content workflows, partner relations, and sponsorship reporting.
- **Developed and standardized** all service tiers, sales collateral, referral programs, and brand governance tools.
- **Improved CEO-to-operations communication** by implementing aligned task systems, shared visibility, and executive reporting.
- **Manage** contractor coordination, internal project timelines, and cross-departmental workflow alignment.
- **Support** national creators with analytics, growth strategy, and platform optimization.
- **Partner with the CEO** on forecasting, team structure, business planning, and long-term growth initiatives.

### CNOS – Dakota Dunes

2022 | 2024

#### “Technology Director”

Directed all technology operations for a 750-node healthcare network, ensuring security, compliance, and operational continuity across multiple sites.

- **Managed multimillion-dollar budgets**, vendor contracts, lifecycle planning, and infrastructure modernization.
- **Strengthened security posture** and HIPAA compliance through virtualization, updated policies, and new cybersecurity controls.
- **Led managers, administrators, and technicians** through major system upgrades and IT governance initiatives.
- **Implemented reliability and redundancy systems** to improve uptime, performance, and risk mitigation.

## Western Iowa Tech Community College

2012 | Present

### “Adjunct Professor – Network Administration & Security”

Design and deliver advanced technology courses including MCSA, A+, Security+, and VMware.

- **Maintain industry-aligned curriculum** in network security, systems administration, and emerging technologies.
- **Partner with regional businesses** to support student development, internships, and career alignment.

## BP Computer Consultation and Repair

2003 | 2020

### “Founder & CEO”

Founded and grew a technology consultation and repair company serving residential and small-business clients.

- **Delivered custom** cybersecurity, network design, system repair, and tech support services.
- **Managed** budgeting, marketing, operations, vendor relationships, and customer engagement.
- **Built a strong long-term client base** through trusted service and responsive support.

## EDUCATION

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### ASSOCIATE OF APPLIED SCIENCES (AAS) DEGREE | NETWORKING ADMINISTRATION & SECURITY

Western Iowa Tech Community College

### DIPLOMA; LAN TECHNICIAN

CERTIFICATES: A+, CCNA, MCITP, MCTS | 2010-2012

CERTIFICATIONS: Microsoft Certified Professional (MCP) | VMware Certified Professional (VCP) | Dell Certified Systems Expert

## COMMITTEES & BOARDS

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IT PROGRAM ADVISORY COMMITTEE — Chair & Member (2012 – Present)

BOARD ADVISOR | Sioux City Community Theatre (2012 – Present)

## VOLUNTEER EXPERIENCE

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Children’s Church Music Leader | Cornerstone World Outreach

USHER & PLAYBILL CREATOR | Sioux City Community Theatre