

# JOSH WISMAN

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## Executive Technology Leader

Visionary IT executive with extensive experience driving innovation, operational excellence, and large-scale digital transformation in global, multi-brand enterprises. Strategic leader in cloud migration and custom software development, leveraging elastic, cloud-native architectures to enhance scalability and reliability. Proven expertise in implementing advanced Business Intelligence solutions and centralizing data management to empower data-driven decision-making. Demonstrates operational expertise in IT management, cybersecurity, and compliance, with a focus on efficiency and reliability. Adept at building and mentoring high-performing IT teams, fostering innovation, and aligning technology with organizational goals.

### AREAS OF EXPERTISE

- Cloud Computing
- Artificial Intelligence
- Strategic IT Planning
- Vendor Management
- Stakeholder Management
- Data Warehousing
- Disaster Recovery
- Budget Management
- Emerging Technologies
- Networking & Telephony
- Business Continuity
- Project Management
- Digital Transformation
- Financial Management
- Enterprise Architecture

*"Josh has the keen ability to identify opportunities for innovation and drive initiatives that deliver significant, tangible business benefits."*

**Tony Safoian, CEO, SADA**

### SELECTED CAREER HIGHLIGHTS

- ✓ **Successfully led a team of six network engineers**, managing network operations for 18,000 locations nationwide and enhancing performance and security by setting operational standards tailored for a network of this scale.
- ✓ **Grew the IT team from five to twenty-two people** as the company expanded from 120 to 200 cafes by developing a recruitment plan and establishing clear career progression paths aligned with the company's growth objectives.
- ✓ **Personally engineered a 10,000+ device metropolitan area network**, enhancing patient care and operational efficiency for 24/7 critical medical center operations by leveraging cutting-edge satellite and fiber optic technology.
- ✓ **Created a network monitoring platform for 48,000 devices**, improving visibility and saving \$500,000+ annually by enhancing an open-source solution to scale, avoiding the need for costly enterprise software licenses.

### PROFESSIONAL EXPERIENCE

**PROPELLED BRANDS & FASTSIGNS** | CARROLLTON, TX

2017 – Present

#### VP of IT - Sr. Director of IT

- Lead IT across multiple functions for a global multi-brand company with over 1,000 locations, driving technological innovation and enhancing operational efficiency.
- Built and retained a top-performing IT team, recognized for its excellence and high retention rates.
- Transitioned from on-premises to a cloud-native environment, enhancing uptime and flexibility.
- Migrated thousands of users from Microsoft Exchange to Google Workspace.
- Collaborated with each company and department to revamp workflows and improve efficiency.
- Centralized data warehousing with Google BigQuery and established a Business Intelligence department, transitioning operations from spreadsheets to Google Looker dashboards, enabling efficient data analysis and decision-making.
- Developed and deployed a widely adopted AI chat platform, enhancing privacy and efficiency.
- Migrated from on-premises telephony to Ring Central, optimizing communication infrastructure and ensuring seamless business continuity, particularly during the pandemic, with enhanced remote work capabilities.
- Developed a wide range of custom software and integrations using cloud-native architectures, ensuring fully elastic, scalable systems capable of supporting global operations.
- Managed P&L and assisted with financial forecasting, enhancing budget efficiency and planning.
- Overhaul IT policies to protect the brand, including Data Retention and Business Continuity, and implement new compliance practices for international privacy regulations such as GDPR and CCPA.

## PROFESSIONAL EXPERIENCE - Continued

**CORNER BAKERY CAFE & IL FORNAIO** | DALLAS, TX

2013 – 2017

### Sr. Director of IT - Director of Infrastructure

- Led and revitalized every IT sub-department, improving operational efficiency and performance.
- Oversaw P&L for a multi-million-dollar infrastructure systems budget, driving strategic resource allocation, cost savings, and improved financial efficiency.
- Managed all IT vendors and negotiated all IT contracts, resulting in optimized costs and enhanced service quality.
- Personally designed and deployed a modernized data center, enhancing system security and reliability.
- Migrated from on-premises Microsoft Exchange to Office 365, enhancing productivity and collaboration.
- Conceptualized and implemented a comprehensive customer wireless network across all locations, significantly enhancing customer experience, satisfaction, and engagement.
- Drove the deployment of new payment processing systems, improving transactional cost and customer satisfaction.
- Developed and implemented a robust end-to-end backup and recovery strategy for all locations, significantly enhancing protection against ransom ware threats.

**TACO BELL & YUM! BRANDS** | IRVINE, CA

2009 – 2013

### Network Manager - Sr. Network Engineer

- Collaborated with international teams, including Yum! China, to develop and implement global standards for interconnecting networks, ensuring seamless global operations.
- Designed a guest Wi-Fi for all Yum! Brands and Taco Bell locations, provide a great customer experience nationwide.
- Served as a critical member in developing and launching Taco Bell's first mobile ordering app.
- Managed a multi-year project that successfully replaced firewalls in 200 locations per day, including conducting research, selecting vendors, negotiating SLAs, and overseeing implementation.

**SYBRON DENTAL SPECIALTIES** | ORANGE, CA

2006 – 2009

### Sr. Network Engineer - Security Engineer

- Led transformation and integration efforts during Mergers and Acquisitions (M&A), ensuring seamless transitions.
- Researched and engineered solutions for a corporate network, effectively connecting over 30 global offices.
- Traveled internationally to interconnect offices, driving faster business operations and strengthening global collaboration across regions.
- Designed and deployed a mission-critical network, revamping both network infrastructure and telephony systems.
- Oversaw data center operations with over 90 racks of equipment, pioneering a virtualized Demilitarized Zone (DMZ) within a shared VMware environment.
- Developed comprehensive security standards, ensuring compliance with SOX and PCI audits.

**LOMA LINDA UNIVERSITY MEDICAL CENTER** | LOMA LINDA, CA

2004 – 2006

### Sr. Network Analyst - Network Administrator

- Developed and implemented advanced network solutions using satellite, microwave communication, cellular, and fiber optic technologies for one of the leading research hospitals in the country.
- Provided on-call support for critical systems and departments, including the ER, Fetal Monitoring, operating rooms, and Nuclear Radiology, ensuring uninterrupted operation of vital patient care.
- Administered large-scale telephony systems for critical hospital operations, including pagers, emergency response lines, radio ambulatory systems and dial-up networking.
- Pioneered the development of one of the first networks capable of supporting Virtual Machines in a healthcare environment, enhancing system efficiency and scalability.
- Key member in cutting-edge projects, such as a grant-funded mobile hospital, ensuring reliable network connectivity to deliver patient care to remote locations.
- Collaborated with diverse stakeholders, from the Secret Service to executive leaders, to drive results and deliver exceptional operational excellence.

## PROFESSIONAL EXPERIENCE - Continued

**CONTRACTOR** | NEWPORT BEACH, CA

2000 – 2004

### Network and Systems Administrator

- Converted the 150,000+ device network at Washington Mutual (now part of Chase Bank) from Token Ring to Ethernet, the heart of their technology platform.
- Participated in the deployment of Windows XP to 70,000 computers at IBM as a Systems Administrator.
- Designed and performed automated interoffice computer and operating system upgrades at Windsor Foods, a very innovative idea at the time.
- Delivered critical global Help Desk support at CCI Valve, improving IT service delivery and operational efficiency for a large-scale valve manufacturer.
- Served as a Unix Administrator for a large web hosting company.
- Designed systems and processes for a 24/7 operation.
- Managed all computer systems for a school district under a grant while pursuing studies in computer technology, ensuring smooth operations and effective use of resources.

## PERSONAL INTERESTS AND ATTRIBUTES

- Perpetual Learner & Avid Reader
- Cross Fit Enthusiast
- Race Car Driver
- Mentor & Coach for Aspiring IT Professionals
- Speed Skater
- Goat Wrangler
- Barefoot Marathon Runner
- Passionate Emerging Technologist
- Public Speaker & Industry Thought Leader
- Gadgeteer
- Encourager of Diverse Perspectives in Technology
- Community Volunteer & Supporter of Local Initiatives