

ALEX-DILLON.COM

ALEX DILLON

IT & TECH OPERATIONS EXECUTIVE



I am a senior technology leader with over 20 years of experience driving IT operations, software quality, and operational efficiency in distributed environments. As Founder and CEO of TechAID Solutions, I led the evolution of the organization into a technology-driven operation, defining IT strategy, managing distributed teams and vendors, and ensuring the stability and scalability of business-critical systems. Under my leadership, the company achieved seven-figure revenues by aligning technology execution with business objectives and delivering reliable, high-quality outcomes. My strengths include leading and mentoring technical teams, implementing standardized processes, and driving continuous improvement initiatives that reduce operational risk, improve system reliability, and support sustainable business growth.

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ALEX DILLON



**QUALITY
ADVOCATE
EXPERT**

LEADERSHIP COMPETENCIES

Strategic Team Development

Championed team building and mentoring, fostering an open-door policy and aligning team efforts with individual ambitions to maximize productivity and engagement.

Conflict Resolution

Applied empathetic listening and conflict resolution strategies to maintain team cohesion and focus on collective goals.

Performance Improvement Tools

Utilized tools like JIRA, Slack, Upraise, and Tempo for agile project management and efficient communication, enhancing team productivity and project delivery.

Tactical QA & Resource Management

Enhanced QA processes and resource allocation using tools like Upraised and Tempo, matching project demands with team capabilities and budget constraints.

Adaptability & Cultural Competence

Adapted leadership styles to accommodate team diversity and evolving workforce needs, fostering a trusting and inclusive team environment.

Effective Long-Term Planning

Employed a flexible, data driven approach to long-term planning, continuously adapting to market and behavioral changes to ensure realistic goal-setting and success.

ABOUT ME

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KEY ACHIEVEMENTS

TechAID Revenue Growth

Strategically grew TechAID Solutions to generate seven-figure revenues by forging strong client relationships, assembling elite QA teams, and providing outstanding QA services.

QA Process Transformation at LiftIt

Led TechAID's initiative to dramatically improve product quality at LiftIt by implementing test automation and CI/CD processes, reducing critical bugs by 80%.

Client Satisfaction Enhancement at Verndale

Directed TechAID's overhaul of QA processes at Verndale, boosting client satisfaction by 40% and successfully integrating enhanced QA practices across 95% of projects.

Test Automation Implementation at Integrative Nutrition

Initiated and deployed test automation, slashing manual regression testing time by 60% and enhancing testing efficiency.

Software Release Optimization at Integrative Nutrition

Developed a continuous release strategy that cut deployment errors by 90%, optimizing software release processes.

Deployment Process Overhaul at Integrative Nutrition

Revolutionized deployment operations, cutting deployment time from 1.5 hours to 7 minutes, significantly increasing deployment reliability.

Performance Testing Strategy Development at Integrative Nutrition

Established performance testing protocols for high-traffic conditions, supporting up to 10,000 concurrent users and ensuring optimal system performance.

WORK EXPERIENCE

May 2014 - Present

FOUNDER & CEO

TechAID Solutions LLC

- Founded TechAID Solutions to provide superior nearshore QA services and Staff Augmentation.
- Developed and optimized core company processes for better integration with client operations.
- Implemented client-centered strategies, enhancing client satisfaction and securing repeat business.
- Recruited and developed highly talented teams, fostering a culture of continuous learning and adaptation.
- Established a workplace culture of transparency, accountability, and collaboration.
- Promoted professional growth and aligned team motivations with strategic objectives.

AWARDS

2022

"TOP SOFTWARE COMPANY"
- Best StartUP

Under my leadership, TechAID was recognized for outstanding innovation and market impact, establishing it as a leader in the software testing industry.

2022

"TOP B2B COMPANY"
- Clutch

My leadership at TechAID, guided the company to win this exceptional service delivery and client satisfaction award, reinforcing our commitment to excellence in B2B services.

2019

"10 MOST PROMISING SOFTWARE TESTING COMPANIES"
- CIO Review

As CEO, I led TechAID to be acknowledged as one of the top software testing companies, highlighting our prominence in QA services.

TECH SKILLS

Selenium, Appium, JMeter, BlazeMeter,
JIRA, Zephyr, QATouch, Confluence, NUnit,
JUnit, Pytest, Trello, Slack, Tempo, Upraise,
Zoom, Google Suite, MS Office Suite,
Jenkins, Python, C#, JavaScript, PHP, Java,
Command Line, Microsoft SQL, Oracle DB,
MS Access, MariaDB, MySQL, PostgreSQL,
AWS S3, AWS EC2, AWS RDS, Network
Configurations, Git, SVN, JetBrains IDEs,

LANGUAGES

ENGLISH (100%)

Speaking / Listening / Writing

SPANISH (100%)

Speaking / Listening / Writing

WORK EXPERIENCE

- Directed daily operations, including strategic meetings with executive teams.
- Provided strategic consultation to project tech leads and client executives, ensuring seamless project integration.
- Played a key role in recruitment, conducted final interviews, and made critical decisions on engineer placements and client rates.
- Collaborated with the Finance Director to manage budgets and financial strategies, ensuring optimal resource allocation.
- Monitored financial metrics and tool efficacy to maintain financial stability and adapt business strategies.
- Managed cost control and conducted retrospective analyses to improve budget forecasting.
- Drove business development, secured high-profile clients, and fostered strong relationships to support business growth.

April 2010 – September 2014

LEAD SOFTWARE TEST ENGINEER – QA MANAGER

Institute for Integrative Nutrition, Inc.

- Led the QA department, ensuring QA strategies aligned with business objectives.
- Managed relationships with outsourcing vendors to enhance operational efficiencies.
- Oversaw QA strategies for medium-to-large projects.
- Optimized resource use to meet financial and project benchmarks.
- Mentored QA team members, enhancing their skills with the latest tools and techniques.
- Collaborated with department leads to drive technological innovation and process enhancements across the company.
- Developed comprehensive QA test plans and guided other QA engineers across all projects.
- Led and assisted in all testing efforts including regression, integration, black-box, grey-box, performance, API, and test automation across all projects.
- Authored performance test plans, establishing benchmarks that exceeded project goals.

October 2008 – March 2010

SOFTWARE DEVELOPER – QA ENGINEER – ACCOUNT SUPPORT

VideoBank Media, Inc.

September 2002 – October 2008

SOFTWARE QA ENGINEER – LEAD SOFTWARE QA ENGINEER

J Knipper and Company, Inc.

REFERENCES

MR. DANIEL MUNTER

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