

Zachary Smith

Senior Program Manager

15+ Years as a Program Manager

MS Computer Software Engineering, PMP, PSM

Former Navy Electronic Warfare Pilot · TS/SCI (inactive)



Pace, FL · Open to relocation

(435) 919 6623

zachary@engineersmith.com

engineersmith.com

linkedin.com/in/smithzacharyb

Summary

I started as an enlisted soldier in the Army, then spent **fourteen years** as a **Naval Aviator and Program Manager**, the last five in the Navy Reserve as I moved into tech. Today I lead **program and operations management** for three DevOps teams at Octave: **38 developers and 4 managers** across three countries, owning a **\$68M portfolio** of public safety integrations, where I cut live production defects 78%. Before Octave I helped grow an education tech start up serving DOJ and DOE contracts **from \$100K to \$6.6M ARR** through a successful exit. The common theme: I take teams and programs without structure and **make them predictable, accountable, and most importantly, effective.**

Program Management Timeline

DATES	PROGRAM MANAGEMENT ROLE	YEARS
Jan 2025 to Present	Senior Program Manager, Octave	1.7
Aug 2022 to Jan 2025	Technical Program Manager, Simply Coding	2.4
Jan 2020 to Aug 2022	Technical Program Manager, IQVIA	2.6
2018 to 2020	Senior Program Manager, Operations, Education, and Acquisition, Training Air Wing Five, US Navy	2
2014 to 2018	Senior Program Manager, Maintenance and Operations, VQ-1, US Navy	4
2011 to 2014	Student Operations Program Manager, Naval Flight Training, US Navy	3
2011 to Present	Total program management experience	15.7

Navy Reserve service (2020 to 2025) ran alongside the civilian roles and is not counted again.

Experience

JAN 2025 TO PRESENT · **1.7 YRS**

Octave (formerly Hexagon), OnCall Public Safety · Senior Program Manager and DevOps Manager

- **Defects were reaching customers.** I built a three week sprint cadence and release process for three teams that had none. Live production defects fell 78%, customer retention rose 40%, and lost revenue fell 35%, saving \$280K in Q3 2026 alone.
- **Customers rarely went live on time.** On time go lives rose from about 3 in 10 customers to 6 in 10, and the remaining delays now trace to customer site issues rather than our delivery.
- **Customers needed a direct line.** I work directly with customers across our \$68M portfolio to understand their issues, drive resolution with my teams, and escalate to company leadership when a fix needs their decision.
- **Leadership had no reliable status.** Four team leads spent half a day every other day on one off reports. I replaced them with automated Azure DevOps, Power BI, and AI generated status reporting using Claude and Copilot, returning that time to delivery and freeing my own time for decisions and customers.
- **Blocked work hidden for months.** I launched an automated weekly blocked item report with a set escalation path, so stalls surface every Monday instead of at customer escalation.
- **Critical issues depended on one person.** I built a critical issue response framework with a clear escalation chain. It recently resolved a customer critical issue in 45 minutes while key leads were out of office.
- **Building the leadership bench.** I hired 9, promoted 4, and run quarterly and annual reviews across the organization, with managers reporting directly to me.

AUG 2022 TO JAN 2025 • 2 YRS 5 MOS

Simply Coding · *Technical Program Manager*

- **No contracts and no capture process.** I was brought in to run RFPs and capture. I won the first \$300K contract with a peer led, self sustaining education model that undercut instructor led competitors, then managed it from award through delivery.
- **Hard to sell, highly restricted buyers.** I negotiated per seat pricing and approved technology with CoreCivic, GEO Group, MTC, DOJ, DOE, and Job Corps, growing the company from \$100K to \$6.6M ARR across ten locations and 400+ students through its acquisition by Sim Ventures.
- **Single product risk.** I used client demand signals to push leadership beyond coding courses into a broader, AI informed digital education platform.

JAN 2020 TO AUG 2022 • 2 YRS 7 MOS

IQVIA · *Technical Program Manager*

- **Tools reps would not use.** I led a team of 14 developers building call planning, CRM, training, and reporting tools in IQVIA's OCE app for pharmaceutical sales reps. I drove design from direct field feedback and rep surveys, and reps adopted new releases within weeks.
- **Compliance caught too late.** I built MLR approval and PhRMA Code requirements into our requirements and release process instead of treating them as a final checkpoint.
- **Releases out of sync with the business.** I aligned our release schedule to commercial launch and sales cycle calendars so tools reached the field when reps needed them.

2011 TO 2025 • 14 YRS PROGRAM MANAGEMENT

United States Navy · *Naval Aviator and Program Manager, Lieutenant Commander (Navy Reserve 2020 to 2025)*

- **Senior Program Manager, Training Air Wing Five, Milton FL (2018 to 2025, 7 yrs).** I ran operations, education, and acquisition programs while flying as an instructor pilot. I trained roughly 100 student aviators and worked with NAVAIR program offices at NAS Patuxent River on platform acquisition and test.
- **Senior Program Manager, VQ-1, Whidbey Island WA (2014 to 2018, 4 yrs).** I managed maintenance and operations programs for ISR and electronic warfare missions and flew five deployments as Aircraft Commander and Mission Commander, coordinating closely with UAVs. 1,700+ flight hours; Combat Air Medal.
- **Student Operations Program Manager (2011 to 2014, 3 yrs).** I managed the operations that moved over 400 incoming and outgoing students through the Navy flight school syllabus, cutting time to train from 13 months to 4 months.

2007 TO 2011 • 4 YRS

United States Army · *Apache Helicopter Crew Chief, Sergeant*

Education and Training

- **MS, Computer Software Engineering.** South College, 2024, 4.0 GPA.
- **BS, Communications and Military Science.** Utah State University.
- **Certifications.** Project Management Professional (PMP); Professional Scrum Master (PSM).
- **Navy training.** Officer Candidate School; Naval Flight School; SERE.
- **Army training.** Noncommissioned Officer leadership courses; Airborne, Air Assault, and Pathfinder schools.