

## William "Hawke" Hawkes-Robinson

**Extraordinarily innovative, ethical, scalable, productive, secure, & profitable global technology leadership.**

| LinkedIn: <https://www.linkedin.com/in/hawkerobinson> | | Scheduling: <https://calendly.com/hawkerobinson> |

| Email: [hawkenprising@gmail.com](mailto:hawkenprising@gmail.com) | Phone/Text: +1(509)608-6441 | 816 W Francis Ave, Ste #125, Spokane, WA 99205 USA |

### SUMMARY

Innovative, ethical, & results-delivering technology leader with over 20 years of experience across diverse industries such as education, media, healthcare, gaming, publishing, conferencing, virtual offices, manufacturing, property management, security, automotive, professional development, & e-commerce.

Proven expertise as a C-level technical leader (CTIO, CTO, CIO, CSO, CISO, CAIO, CDO, CAO), AI Developer, Technology Architect (ITSM, TOGAF, ISO, NIST, & others), & Consultant, managing physical & virtual infrastructure for organizations ranging from \$20B multinational enterprises to nimble bootstrapped startups. Responsible for infrastructure, organizations, & staff across 150+ countries, ranging from 1 to more than 200 direct reports, 18,000+ employees, & many millions of users.

20+ year technology veteran traversing diverse sectors: education, media, healthcare, insurance, real estate, film, live on-site and online events, music, gaming, publishing, sports, e-sports, conferencing, virtual offices, manufacturing, mining, research, property management, security, automotive, professional development, e-commerce. Multifaceted C-suite roles (CTO, CIO, CSO, CTIO, CISO, CAIO, CDO, CTA) building physical & virtual infrastructure from \$20B multinationals to bootstrapped startups.

Highly proficient with both commercial off the shelf (COTS) & custom-built software. Experienced building entire applications, platforms, & multinational enterprise infrastructure from scratch utilizing open source, commercial, & in-house solutions across the full PDLC/SDLC. Adept at leading global teams, implementing regulatory compliance, & spearheading rapid technology scaling to drive profitability & innovation.

### KEY ACHIEVEMENTS

- Managed operations across 150+ countries, supervising 200+ direct reports, delivering results for organizations from 1 to 18,000+ employees, & 100,000,000+ users.
- Mastery in technology architecture, development, systems/network administration, security, AI, brain-computer interface (BCI) neurotechnologies, interactive bots, & more.
- Unique blend: Research psychology, recreational therapy, neuroscience background. Globally recognized as "The Grandfather of Therapeutic Gaming".
- Consultant to PBS, Devon Energy, AT&D, and numerous other notable organizations, bridging technology and human-centric disciplines.
- **400+% PDLC/SDLC efficiency gains** coupled with **90% operating & development cost reductions, 300% profitability increases, SMB & startup from zero to market leadership within 6-18 months.**
- Pioneered AI components and scalable cloud infrastructures, achieving 99.999% up times and 900%+ performance scaling.
- Co-founding CTO: Propelled publishing startup to top industry leadership in 1 year, culminating in Barnes & Noble acquisition within 2 years
- **Rapidly scaled online live interactive events & concurrent users capacity from just 100 per second to over 20,000/s in less than 3 months, and to over 40,000/s in less than 1 year.**
- **Designed & developed real-time ASR NLP AI 150% faster & 30% more accurate than Google's.**

### PROFESSIONAL EXPERIENCE

**CTIO Chief Technology & Information Officer, & Architect (Fractional CTO, CIO, CSO, CDO, CAIO, & CTA).**

January 2024 to Current. Practicing Musician SPC. Bellevue, WA, USA.

- [www.practicingmusician.com](http://www.practicingmusician.com). Music & education industries, with approximately 30 staff. Supervisor: Jake Douglass, CEO.
- **Designed, built, & scaled multi-industry revolutionary interactive Learning Management System (LMS) with AI enhancements**, with custom trained Artificial Intelligence LLMs & specialized models, Vosk, ASR, NLP, NLU, ML, LLM, RAG, GAN, etc.
- Flutter / Dart, Java, Python, Ruby, PHP, JavaScript, C#, Node, SQL, T-SQL.
- Moodle LMS, ERPNext, Matrix, Element, Janssen IAM, SSO, Xwiki, Seafile, Gitea, Azure, DevOps, Exchange, Copilot, SSO, MS SQL Server, MySQL, MariaDB, PostGreSQL, Redis, ElasticSearch,

Grafana, Prometheus, Influx DB, MongoDB, & many others commercial, open source, & custom-coded platforms & applications.

### **Full Stack Information Technology & Flutter Developer**

March 2024 to Current. WebTPA. Irving, Texas USA.

- Contracted to [www.webtpa.com](http://www.webtpa.com) through [www.medsysgroup.com](http://www.medsysgroup.com) and Dev 2 Dev Portal LLC ([www.dev2dev.com](http://www.dev2dev.com)). WebTPA, a GuideWell company with more than 18,000 employees, is an industry leading healthcare industry third party administration service provider. Clients include Blue Cross / Blue Shield, Anthem, The Hartford, Prudential, and many others.
- Originally contracted full-time to just develop front-end Flutter applications for web, desktop, and mobile devices. Within weeks my responsibilities expanded to Full-stack Developer, Database Administrator (DBA), Technical Writer, Technical Architect, Security Specialist, Development Architect, Corporate Architect, Third-party Vendor Management, & Subject Matter Expert (SME) in Contentful, DataMotion, Penjo, and many others.
- Collaborated with CIO, IT Director, and various departments on corporate strategic plan for infrastructure and security architecture.
- Technologies included: Full-stack development using Flutter / Dart (web, Android, iOS, MacOS, Windows), VS Code, MS SQL Server, SMSS, T-SQL, Visual BASIC, Visual Studio Enterprise, Azure (Data Studio (ADS), Azure Active Directory Business to Consumer (AADB2C), Azure API Manager (APIM), ADO, DevOps, Kerberos), Contentful content management system (CMS), DataMotion HIPAA-compliant messaging, Pendo business intelligence and telemetry, and others.

### **CTIO Chief Technology & Information Officer, & Architect.**

April 2022 to April 2024. Manufacturing Power Inc. Saint-Paul, MN, USA.

- [www.manufacturingpower.com](http://www.manufacturingpower.com) Enterprise Web Application & [www.insuppli.com](http://www.insuppli.com) mobile app. Supervisor, Mike Franz, CEO. See his, & the COO's LinkedIn recommendations.
- Scoped, designed, & built industrial supply chain industry ManufacturingPower Enterprise Web Platform **connecting tens of millions of parts from various manufacturer catalogs to distributors**. Google Cloud Platform (GCP), Jitsi, Matrix, MongoDB Atlas Cloud, Linux, Docker, JavaScript, React, Typescript, Angular, & R.
- Scoped, designed, & built iNSUPPLi mobile & web API platform connecting tens of millions of parts from various distributors to end-users. GCP, MongoDB Atlas Cloud, Linux, Jitsi, Matrix, Windows, Apple, Mac, Web API, Mobile App development (native iOS & Android, Kotlin, Flutter, Dart), Terraform, Ansible, Json, Yaml, SQL, ML, AI, ASR, NLP, LLM, SLM, RAG, GAN, etc.

### **Senior Technical Lead & Architect**

January 2021 to April 2022. Learning Mate. Philadelphia, PA, USA.

- [www.learningmate.com](http://www.learningmate.com). K-12 education industry, 2,000+ employees. 35 direct daily reports.
- Individually performed extensive R&D, scoping, & documentation, & then subsequently leading development teams varying between 3 to 35 members (varied each sprint), I extended the existing custom-built Edio Learning Management System (LMS), using C, C#, .Net, JavaScript, React, TypeScript, Angular, MS SQL to add robust video conferencing (Zoom replacement), robust chat, chat bots, & artificial intelligence features, as well as extensive interactive learning & gamification tools.
- Managed Terraform, Ansible, Docker, Selenium, Chromedriver, Helm, & Kubernetes related testing & production automation & **on-demand-based auto-scaling LMS Video Conferencing from 5,000 to 40,000+ concurrent users per second** during peak times.
- Hybrid cloud-on-prem, Azure & AWS, ECS, Fargate, EC2, Cloudwatch, PDLC/SDLC, CI/CD, Jenkins, Puppet, Terraform, Ansible, Jitsi, Prosody, Jibri, Jigasi (SIP), JVM, Maven, Malleus Jitsificus, Vosk, Grafana, Prometheus, Gluu, Matrix, Maubot (& other open source & custom-built bots), AI, ML, NLP, NLU, LLM, Java, Python, JavaScript, Json, Yaml, SQL, T-SQL, MySQL, MariaDB, PostGreSQL, MongoDB, MS SQL, real-time closed captions, transcriptions, & language translation up to 14 languages in custom-built (Jitsi-based) video & chat conferencing classrooms & meeting rooms.
- Supervisor: Daniel Lawrence, VP Engagement Management. See his LinkedIn Testimonial recommendation.

## **Chief Technology & Information Officer, Security, & Architect (CTO, CIO, CDO, CSO, CAIO, & CTA).**

October 2016 to August 2021. Zombie Orpheus Entertainment. Bellevue, WA, USA.

- [www.zombieorpheus.com](http://www.zombieorpheus.com). Movies, streaming media, live events, gaming, & entertainment industries with 35-50 direct reports & 200+ indirect reports during peak events season. Supervisor Ben Dobyms, CEO. See his multiple Testimonial
- Scope, built, developed, & released (full PDLC/SDLC) bug-free releases for versions 1-3 of The Fantasy Network (TFN) subscriber-based video on demand over the top interactive web platform (SVOD OTT), API, & mobile apps.
- Extended TFN platform version 4 to 4.5.x adding real-time audio, video, chat, bots, AI, & other tools to **support large live streaming & interactive events, including 20,000+ concurrent users per second** hosting WorldCon & GenCon, among others.
- Hybrid on-prem, collocation (E-Insites & Xmission), & cloud (AWS, Grenadine, Wordpress, Zoom API)
- Plone, Gluu, Matrix, Jitsi, Discord, Wordpress, Xen, Gluu, Terraform, Ansible, Json, Yaml, Selenium, Kubernetes, Docker, Terraform, Ansible, Java, Python, PHP, JavaScript, React, API, SQL, MySQL, PostGreSql, MongoDB, bots, AI, ML, ASR, NLP, LLM.
- Web-based API & mobile app support development for iOS & Android (native).
- recommendations over the years.

## **Information Security Services Chief Architect, Consultant, & Client Support Engineer.**

March 2010 to July 2018. Interlink Advantage. Spokane, WA, USA.

- Interlink Advantage was a multi-services technology provider specializing especially in Information Security services company, later acquired by Intrinium. [www.intrinium.com](http://www.intrinium.com). Information technology services industry.
- **Provided InfoSec/CyberSecurity, ML, BI, and general IT services to more than 200 regional client businesses across diverse industries & infrastructure**, training staff, with various on-prem, collocated, cloud, & hybrid-cloud infrastructure, with an emphasis on availability & security SLA compliance.
- Interactive chat bot development & administration.
- IRC, server, & web bots development, API, AI, ML, LLM, SLM, NLP, SIEM security automation tools development & management.
- Official Microsoft 365, Azure, & AWS services provider.
- On-prem, collocation, NOC, SOC, Help Desk, Linux, Windows, Mac, AWS, Xen, VMWare, Azure, 365, GCP, & Oracle. Java, Python, PHP, Perl, Ruby, JavaScript, SQL, MySQL, MariaDB, PostGreSQL, Oracle, MS SQL, API.

## **Chief Technology Officer (CTO) & Architect.**

September 2000 to March 2002. MightyWords Inc. Santa Clara, CA USA.

- Developed with CEO **leading company to become #1 eBook company beating out Amazon & Barnes & Noble.**
- Publishing & eBooks industry. **Grew from scratch from 1 to 50+ employees in 6 months, top 10 market leader in 12 months, and number 1 within 18 months.** 35+ direct in-house reports, & an additional 20+ off-shore reports. Supervisor Chris MacAskill, CEO.
- Worked directly with VPs, CEOs, & CIOs in partnership with Amazon, Microsoft, Barnes & Noble, IBM, & many other top Fortune companies, we internally built & became the world's number one company in eBooks sales.
- Built entire technology department from scratch.
- Java, Linux, Solaris, Oracle, MySQL, Tk, Tcl, Python, Perl, PHP, scripting.
- See the multiple recommendations from those who reported to me at that time.
- **Directly managed annual budget over (\$20M) \$20,000,000 USD, with initial funding of \$37M USD.**
- **EXIT:** Became number one company in eBook industry, then acquired by Barnes & Noble.

## **Director of Operations and Chief Corporate Systems & Components Architect.**

September 1999 to June 2000. Franklin Covey Co. Salt Lake City, UT USA.

- Built 99.999% up time eCommerce & LMS infrastructure supporting global users, audited & integrated all corporate legacy infrastructure from the previous decades of mergers & growth. Oversaw framework

transition & backend optimization of legacy & modern technologies. I managed transitions from legacy systems to robust frameworks across multiple companies. At Practicing Musician SPC, I worked extensively with modern frameworks & languages including Flutter/Dart, Java, Python, & JavaScript. My full-stack expertise spans the entire PDLC/SDLC, ensuring smooth transitions with minimal operational disruption. At Franklin Covey & other companies I worked with many legacy systems including but not limited to: DB2, OS400, VMS, Solaris, VMAX, McDonnell Douglas, HP, AIX, Pick, Netware, Wang, & others.

- [www.franklincovey.com](http://www.franklincovey.com). Serving **150+ countries**, with revenue **exceeding \$70M+ USD**, & with approximately **4,000+ employees**.
- E-commerce, education, publishing, & professional development services industries.
- Corporate Systems & Components Architect for entire corporation. Hybrid remote.
- **20+ direct reports**. Supervisor, Mark Scarton, CTO.

### **Chief Information Officer (CIO) & Developer.**

September 1996 to June 1998. PC Easy. Salt Lake City, UT, USA.

- As CIO at PC Easy, scaled retail & custom technology manufacturing business, **increasing system build efficiency by 250% & overall manufacturing output capacity 1,100%**, reducing 1 year warranty RMAs from 20+% to less than 1%, while simultaneously expanding into technology services, all leading to a **900% increase in profits within 18 months**.
- PC hardware manufacturing, retail, & support services industries.
- Linux, Windows, Apple, Web, Java, BASIC, C, & C++ Developer, & MS SQL DBA.
- Started as PC build technician, then promoted to senior technician, developer, & eventually CIO.
- PC Build Technician, Software Developer, DBA, Webmaster, & Chief Information Officer (CIO).
- **12 direct reports**.

### **EDUCATION**

#### **Associates Degree in Computer Science & Accounting,**

Certified Careers Institute. July 1996 to June 1998. Salt Lake City, UT.

Major: Computer Science. Minor: Accounting. GPA: 4.0.

#### **Bachelor's Degree Program in Interdisciplinary Studies.**

Eastern Washington University. January 2004 to December 2019. Location: Cheney, WA.

Major: Interdisciplinary. Areas of Study: Part-time. Neuroscience, Neuropsychology, Recreational Therapy, Music, Research Psychology. Incomplete. GPA: 3.7.

**Certifications & Advanced Training:** AWS, GCP, Microsoft Azure, Mental Health First Aid USA, SANS GCIH, MCP, MCP+I, MCSE, DCSE, SCSA, ASE, & many other various technical certifications.

More details at <https://hawkenrprising.com/resume/education>

#### **ADDITIONAL DETAILED INFORMATION**

Linkedin Recommendations: <https://www.linkedin.com/in/hawkerobinson/details/recommendations/>

Recommendations: <https://www.hawkenrprising.com/archives/resumes/web/recommendations-&-testimonials>

Soft Skills List: <https://www.hawkenrprising.com/resume/soft-skills>

Hard Skills List: <https://www.hawkenrprising.com/resume/hard-skills>

**Additional AI, Neurotech, & Flutter projects:** [www.bcirpg.com](http://www.bcirpg.com), [www.neurorpg.com](http://www.neurorpg.com), [www.rpgai.org](http://www.rpgai.org), [www.zdaycity.com](http://www.zdaycity.com), [www.gameconsent.com](http://www.gameconsent.com).

### **TESTIMONIALS**

#### **Mike Franz, Founder & CEO ManufacturingPower & iNSUPPLi. Greater Minneapolis-St. Paul Area USA.**

I have had the pleasure of working with Hawke & I am consistently impressed by his professionalism, dedication, & expertise.

As CTO, Hawke is responsible for overseeing all aspects of our company's technology infrastructure, including software development, system administration, & security. He has demonstrated a deep understanding of the latest technological trends & is always ahead of the curve when it comes to implementing new technologies & processes.

Hawke's ability to manage a team of technology professionals is remarkable. He is always approachable & available to his team, providing clear guidance & support to help them succeed in their roles. His leadership style is collaborative, encouraging open communication & transparency at all times.

One of the key strengths Hawke has brought to his role as CTO is his strategic thinking. He is able to identify opportunities for innovation & growth within the company & has been instrumental in developing & implementing successful technology strategies with a direct impact on the company's bottom line.

In summary, I have no hesitation in recommending Hawke.

**Scott Heilman, COO at ManufacturingPower. Greater Minneapolis-St. Paul Area USA.**

Hawke is a complete pleasure to work with as CTO at ManufacturingPower, demonstrates exceptional leadership, technical expertise, & a passion for driving innovation. He possesses a deep understanding of the latest technological trends & advancements, & is able to effectively translate these into practical solutions that drive business results.

In addition to his advanced technical acumen, Hawk demonstrates an outstanding leadership. With the talent to inspire & motivate cross-functional teams to achieve their goals. Strong communication skills demonstrated daily with stakeholders, vendors, & other internal teams ensure that projects are delivered on time & on budget.

One of the things that I appreciated most about working with Hawk, is his tenacity to balance the need for innovation with the need for quality control. The ability to drive documentation, accountability, along with the persistence to do the right steps are spot on! He is able to effectively manage complex projects while maintaining a high level of attention to detail, & is able to adapt quickly to changing business needs.

Hawke has been an exceptional addition to our organization at ManufacturingPower, & I highly recommend him to tackle high level projects & roles that add instant value.

Sincerely, Scott Heilman

**Daniel Lawrence, AVP Engagement Management (K-12), LearningMate. Mumbai, India & Baltimore, MD USA.**

Hawke's broad expertise, deep knowledge, security-first mindset, detailed documentation, & ability to stay abreast of current technology trends is remarkable. It's been fantastic working together -- Hawke's work ethic is impeccable. He is a tremendous coach & mentor & was always the first person to offer help & support to his team. Hawke brings a unique skill set & breadth of experience that would benefit any organization. Overall, Hawke was truly a pleasure to work with & I have no qualms recommending him for senior technology leadership roles. Thanks, Hawke!

Anoop Datar

Product Owner | Product Management Product Owner | Product Management, LearningMate

I had the pleasure of working with Hawke Robinson on a very challenging project. Apart from his diverse technical expertise, what amazed me was his level of meticulousness & thoroughness in solutioning. He leaves no stones unturned & got some great solutions to the table for our academic setting. His collaborative approach to working with the open-source community surely gives him an edge.

I will be happy to work with him on another challenge if the opportunity presents itself. Hawke will be a great asset to any organization that hires him.

**Phillip Hillian, CEO, Lakeview. Norman, OK USA.**

I can unequivocally recommend Hawke Robinson as a person of high integrity & one of the very best technicians that I have ever worked with. I have worked with him on several teams & diverse projects & he has ALWAYS exceeded the expectations of the mission. His detailed knowledge & unyielding dedication make him an ideal choice for any effort on any team.

One of the brightest & most dedicated individuals I have ever met, Hawke is a highly skilled technician as well as a uniquely talented individual. He demonstrates outstanding leadership abilities, an unparalleled work ethic & enjoys tremendous success in all efforts he undertakes. Finally, & perhaps most importantly, he is an extremely pleasant person to work around. I can recommend Mr. Hawke Robinson as a person & technician without reservation.

**Rob Zazueta, VP Developer Relations and Customer Engagement, Soluble. San Francisco, CA USA.**

Hawke is largely responsible for the developer I am today. While at MightyWords, he sort of took me under his wing & gave me the room to expand my knowledge & make a massive impact on the technical operations of the company while providing opportunity after opportunity to let me learn, grow & put my new-found knowledge to work. His knowledge is amazingly broad & deep & he is able to see the big picture for any project & get the right people in the right places at the right time to make it all come together. On a personal level, he is one of the most generous & friendly people I have ever had the pleasure of knowing. This engendered a loyalty to him that I still haven't shaken. I consider him a natural leader for all of these reasons.

**Brian Scardina. Sr. Director Information Security at Global Payments Inc. Conifer, CO USA.**

Sr. Director Information Security at Global Payments Inc.

Hawke was an outstanding leader with the highest level of integrity. He took a rag tag team of developers & built an amazing department through coaching & leading by example. Hawke is a perfect blend of business man meets technical maven. I would recommend Hawke to any company looking for a stand-up leader, with great people skills & a broad understanding of technology.

**Ben Dobyns, CEO, Zombie Orpheus Entertainment Inc. and The Fantasy Network Corp/ Bellingham, WA USA.**

[www.zombieorpheus.com](http://www.zombieorpheus.com)

RE: HAWKE ROBINSON, 11 August 2020

To Whom It May Concern,

I am writing today to offer my unequivocal endorsement of Hawke Robinson's skills as an experienced, world-class Chief Technology Officer. A high-level corporate officer for many years, Mr. Robinson subsequently dedicated many years of his life to building a global non-profit that has advanced research in its field by significant margins, as well as helping countless individuals with cutting-edge trauma therapy. As the founder of a successful tech startup, The Fantasy Network, I credit our success to the enterprise-level knowledge, support, & experience that Mr. Robinson brought to our company. His ability to design well-documented, scalable solutions that meet new & emerging needs is a gift to whomever hires or contracts him. It is clear from the quality of his work, his dedication, & his commitment that Mr. Robinson has, during his tenure running a non-profit, not only retained the technical & communication skills that make him a phenomenal executive hire but has also grown as a leader & visionary. There are very few CTOs who possess not only the ability to execute complex technical tasks, but the high-level "soft" knowledge that maintains team cohesion, communication with non-technical partners, & essential support in investor pitch meetings. Mr. Robinson is one of them. Sincerely, Ben Dobyns.