

ARTIN ARAKELIAN

HEAD OF INFORMATION TECHNOLOGY

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EXECUTIVE PROFILE

Hands on technology leader with 18 years of experience running enterprise IT, infrastructure, cloud, Microsoft 365, endpoints, service delivery, business systems, cybersecurity and vendor operations across multisite, global, regulated and high growth organizations. Builds accountable teams and scalable operating practices, improves reliability and user experience and delivers practical roadmaps that balance business priorities, security, cost and speed.

LEADERSHIP STRENGTHS

Enterprise IT Operations	Infrastructure and Cloud	Microsoft 365 and Endpoint Management	ITSM, Service Desk and Support
Business Systems and Automation	Identity and Access Management	Global Teams and Continuous Operations	Vendors, Licensing and Budgets

PROFESSIONAL EXPERIENCE

Express Network, A Legal Support Network Co. | Los Angeles, CA | December 2024 to Present

Head of Information Technology & Cybersecurity

- Own enterprise technology, cybersecurity, business systems, Microsoft 365, infrastructure, telecom, endpoint management, service delivery, automation and vendor operations for a multi office legal services organization.
- Developed and execute a 24 month modernization roadmap spanning identity, endpoints, email security, ITSM, infrastructure reliability, automation, compliance readiness, business continuity and operational resilience.
- Advance practical AI and automation use cases across documentation, reporting, ticket routing, onboarding, offboarding, endpoint visibility and executive communications.
- Partner with the chief executive, Finance, Legal, Compliance, Operations and department leaders to prioritize investments, communicate risk, rationalize vendors and align technology execution with business outcomes.

Beecan Health | Glendale, CA | February 2023 to August 2024

Senior Director of Information Technology

- Led enterprise IT, cybersecurity, cloud infrastructure, business systems, compliance automation and service operations across more than 65 healthcare facilities.
- Built and led a global technology organization of more than 50 people spanning infrastructure, cybersecurity, service desk, endpoints, systems administration, onboarding, offboarding and enterprise support.
- Established a continuous operating model with stronger monitoring, incident response, escalation management, disaster recovery, business continuity, knowledge sharing and service accountability.
- Owned platform decisions, integrations, licensing, procurement, contracts, vendor negotiations, budgeting, capital planning, managed services and executive reporting.

SOLS | Los Angeles, CA | December 2021 to November 2022

Senior Director of Information Technology

- Led enterprise technology, cybersecurity, cloud operations, DevOps enablement, identity governance, business platforms and compliance strategy for an early stage startup building a Web3 payment processing platform.
- Defined roadmaps for platform scalability, cloud performance, secure operations, automation, access governance, production support and operational resilience.
- Partnered with business, engineering, security and platform stakeholders on integrations, release planning, technical tradeoffs, production support and delivery discipline.

PROFESSIONAL EXPERIENCE CONTINUED

ABL Space Systems | Los Angeles, CA | May 2021 to November 2021

Head of Information Technology

- Led secure IT modernization, cloud infrastructure, enterprise systems, cybersecurity, endpoints and service delivery for a rapidly scaling aerospace and defense organization.
- Defined a three year technology roadmap supporting cloud transformation, application and infrastructure scalability, secure access, operational growth and business continuity.
- Strengthened governance, access controls and security practices aligned with ITAR and NIST 800 171 requirements.

FaZe Clan | Los Angeles, CA | November 2019 to May 2021

Senior Manager of Information Technology

- Directed global IT operations, cloud infrastructure, cybersecurity, collaboration platforms, endpoint management and executive technology support for a high growth media and digital entertainment company.
- Built scalable operating practices supporting distributed teams, global offices, events, content production, executives and rapidly changing business needs.
- Improved reliability, incident response, endpoint management, network performance, vendor execution, data protection and employee support.

BlackLine | Los Angeles, CA | April 2015 to November 2019

Senior Systems Administrator | Incident Manager | Network Operations Center Engineer

- Progressed through infrastructure and operations roles supporting a highly available financial SaaS platform and enterprise technology environment.
- Led major incident coordination, technical escalations, service restoration, root cause follow through, change coordination and continuous improvement.
- Supported cloud services, enterprise systems, networking, monitoring, release coordination, production support and ITIL based operations.

EDUCATION & CERTIFICATION

Bachelor of Science, Computer Science | DeVry University

ITIL v3 Certified

IT OPERATIONS & INFRASTRUCTURE

Enterprise IT | Microsoft 365 | Endpoint Management | Cloud Infrastructure | Networking | ITSM | Service Delivery | Automation | Business Systems | Identity and Access | Business Continuity | Vendor Leadership