

Michael Cronin

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Summary about Michael Cronin

- Director-level IT, Product Owner, and Product Leader with 15+ years owning infrastructure, applications, and digital platforms across both B2B SaaS and B2C SaaS environments, including the creation and stewardship of a patented automation system that reduced processing from hours to seconds for 10,000+ users across 260+ client organizations.
- Strengthens under-resourced IT and product organizations by consolidating platforms, automating workflows, and stepping in hands-on across infrastructure, security, and delivery to avoid additional headcount while improving operational resilience.
- Partners with executives, operations, and customer-facing teams to lead discovery workshops, story mapping, and prototyping, translating complex stakeholder needs into intuitive SaaS products that drive adoption and measurable business outcomes.
- Documents and improved complex operational workflows end to end, supporting ROI analysis, build-versus-buy decisions, and data-driven leadership discussions within regulated and service-oriented business models.
- Experienced in cloud and hybrid environments, Agile delivery, and data-driven decision-making, aligning IT roadmaps and product strategy with OKRs and KPIs tied to uptime, performance, customer experience, and cost outcomes.

WORK EXPERIENCE

Claimatic

Senior Product Owner / Technical Product Owner / Product Strategy & Delivery

San Antonio, TX

Jan 2016 - Aug 2025

- Owned the full IT and product function end to end, covering infrastructure, cloud, and on-prem environments, APIs and integrations, identity, endpoints, vendors, and operational support for the Claimatic SaaS platform.
- Led internal engineering and cross-functional teams (Development, DevOps, InfoSec, QA) to translate business priorities into roadmaps, staffing plans, and delivery timelines that consistently turned engineering effort into measurable business value.
- Designed and patented a rules-driven automation solution that cut processing time from hours to seconds, dramatically improving operational efficiency and responsiveness for carriers and third-party administrators.
- Governed an API-first, microservices-based integration strategy for customers at varying API maturity levels, enabling scalable integrations and contributing to roughly 20% faster deployment timelines.
- Used discovery workshops, story mapping, and prototyping with internal and external stakeholders to turn complex requirements into intuitive workflows, improving enterprise user adoption by about 20%.
- Optimized product and platform roadmaps using OKRs and KPIs tied to revenue, customer value, and operational efficiency, delivering approximately 10% efficiency gains per release.
- Integrated security, risk, and governance into platform delivery, owning security posture and contributing to stronger SOC 2 readiness and improved contractual compliance outcomes.
- Led cross-functional delivery of a SAML-based Okta SSO integration for the Claimatic platform, defining user stories and acceptance criteria, prioritizing the work, and coordinating Development, DevOps, and QA through launch.
- Led a cross-functional team of developers and DevOps engineers to integrate Claimatic with Okta and Amazon Cognito, using AWS IAM roles and policies to govern secure access to cloud resources and platform services.
- Created SQL queries and Power BI dashboards to monitor operational performance and claims data, enabling more informed leadership decisions and clearer visibility into platform health.

IAS Claim Services

Director of Product Development & IT

San Antonio, TX

Jan 2009 - Jan 2016

- Owned IT and product functions end-to-end, managing infrastructure, servers, networks, endpoints, identity, vendors, and operational support for 300+ employees across four offices.
- Led teams of 5–30 delivering B2C SaaS applications and integrations for 260+ enterprise clients while maintaining day-to-day stability and modernizing systems and processes.
- Led discovery sessions with internal and external stakeholders and partnered with Development, DevOps, InfoSec, and QA to turn complex business requirements into intuitive screen flows that increased user adoption by roughly 20%.

- Designed and launched a custom CMS and supporting integrations for 10,000+ external users, streamlining operations, reducing third-party dependency, and saving approximately \$1.2M annually.
- Implemented and governed security, access control, and least-privilege practices across systems, aligning IT operations with regulatory and industry requirements and improving uptime by roughly 15% for business-critical platforms.
- Established DevOps, QA, and security frameworks that balanced technical debt, feature delivery, and customer commitments, accelerating delivery cycles by about 10% while maintaining stability and compliance.
- Used OKRs and KPIs to align IT and product roadmaps with organizational goals, improving visibility into performance and contributing to an estimated 10% reduction in cycle times for key initiatives.
- Documented and improved operational workflows to support ROI analysis, build-versus-buy decisions, and data-driven leadership discussions for senior executives.
- Worked directly with executive leadership, operations, and customer-facing teams to position technology as a business enabler and ensure long-term customer stability and satisfaction.

National Geeks, LLC

San Antonio, TX

Founder - Fractional CTO & Managed Services Provider

Jan 1999 - Jan 2009

- Founded and scaled a managed services provider (MSP) and fractional CTO firm to roughly \$500K annual revenue, owning day-to-day IT operations and overall technology needs for 90+ small and mid-sized businesses.
- Provided IT leadership and support across diverse industries, including healthcare, construction, legal, hospitality, financial services, and professional services, acting as the de facto IT department for clients without internal teams.
- Designed and executed IT strategies, infrastructure roadmaps, and security standards, achieving approximately 99.99% uptime across managed environments.
- Implemented server consolidation and virtualization initiatives that reduced hardware costs by about 46% and saved clients over \$200K annually while improving performance and scalability.
- Managed networks, servers, endpoints, backups, and vendor relationships, standardizing client environments to simplify support and reduce incident volume.
- Built long-term client relationships with roughly 80% repeat business and multi-year contracts by aligning technology decisions with regulatory requirements and operational needs.
- Representative clients included medical groups, law firms, hotels, contractors, manufacturers, and retailers such as WellMed, Hilton Garden Inn, Comfort Inn, Bondoc Roofing, and various CPA firms.

Selected enterprise client engagements while leading National Geeks, LLC (MSP)

- Delivered contract projects for organizations such as Collabera, Lady of the Lake University, WellMed Medical, and IBM Global Business Services as part of broader MSP and fractional CTO services.
- Implemented and configured Microsoft Threat Management Gateway (TMG) to secure BYOD initiatives and improve security posture for over 10,000 endpoints at a major financial institution.
- Managed migration of 30,000+ user accounts to Exchange 2010 for a university environment, achieving a seamless cutover with minimal downtime.
- Led server consolidation and SAN storage integration for a healthcare organization, improving VMware ESXi environments and reducing physical infrastructure costs by nearly 30%.
- Administered and supported 200+ enterprise servers for a global services provider, maintaining approximately 99.99% availability for 15,000+ users across multiple locations.

Case Design/Remodeling

Bethesda, MD

Senior Systems Administrator

Jan 1999 - Jan 2004

- Executed Windows and Exchange migrations across 4 corporate offices, affecting over 250 end users, resulting in improved system performance and simplified support processes.

Betis Group

Arlington, VA

Web Developer

Jan 1999 - Jan 2001

- Developed websites for multiple small businesses within an SMB, later transitioning into systems administration roles for enhanced client support.

CERTIFICATIONS

- Machine Learning & AI for Leaders
- Lean Six Sigma Green Belt
- Lean Six Sigma White Belt

- SAFe 6 Product Owner / Product Manager (POPM)
- Certified Scrum Product Owner (CSPO)
- Certified Scrum Master (CSM)
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Professional (MCP)
- TCP/IP v4 and v6 Certified
- CompTIA A+ Technician

EDUCATION

MacArthur High School | San Antonio, TX
Diploma, General Studies

Jan 1990 - Dec 1994

SKILLS

- **IT Leadership & Operations:** IT strategy and roadmapping; infrastructure management (servers, networks, endpoints); cloud and hybrid environments; vendor management; budgeting and cost optimization; incident and change management.
- **Security, Risk & Compliance:** Cybersecurity; governance and risk management; access control and least-privilege; SOC 2 readiness; IAM, vulnerability management; policies and standards; regulated environments (healthcare, financial services, insurance).
- **Architecture, APIs & Integrations:** SaaS platforms; API-first design; microservices; systems integration; enterprise platforms and third-party tools.
- **Product & Agile Delivery:** Product management; roadmap and backlog management; OKRs and KPIs; stakeholder communication; discovery workshops; story mapping and prototyping; UAT/test coordination; Scrum and Kanban.
- **Data & Analytics:** SQL/MySQL; Power BI; analytics and reporting; KPI dashboarding; data-driven decision making.
- **Tools & Platforms:** Jira, Confluence, Wrike, Trello, Microsoft Project, Miro, Figma; AWS and on-prem environments; OKTA SSO, Cognito; Microsoft productivity and collaboration stack.