

Charles Sparks

Technology Executive



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VP / CIO Opportunities



Greater Houston Area, Texas



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NOTABLE RESULTS

\$3M Annual Budget Reduction

Optimized global IT infrastructure, cloud, and support at Wellbore.

\$600K Annual ERP Savings

Consolidated enterprise systems at Lockwood.

\$314K Annual Cloud Savings

Migrated 600 TB to immutable cloud storage at Stewart Title.

Global Insourcing

Onboarded 55 resources across three countries; finished 25 days early with zero P1 incidents affecting 100+ users.

4.9 out of 5 CSAT

Sustained service quality at IEM as ticket volume grew 68% year over year.

80% Backlog Reduction

Cut average resolution time from five days to one at Lockwood.

EXECUTIVE PROFILE

Technology executive with a decade of leadership across manufacturing, financial services, and energy. Combines deep technical judgment with business partnership to set enterprise strategy, develop leaders, and guide technology investment. Track record of transforming global IT operating models, delivering multimillion-dollar cost reductions, and aligning infrastructure, cloud, and AI capabilities with business growth.

PROFESSIONAL EXPERIENCE

VP, Infrastructure & IT Operations IEM | Industrial Electric Manufacturing May 2025–Present

Report to the CIO; lead 44 professionals through five direct reports, supporting 6,075 employees at 32 sites in the US, Canada, and Belgium. Set infrastructure and operations strategy and align technology investment, financial management, and leadership capabilities with enterprise growth.

- Operating Model and Leadership Strategy
 - Defined the internal support model and lead insourcing through Service Desk/ITSM and Regional Support leaders.
 - Established service accountability, sustaining 95–98% resolution and 4.9/5 CSAT amid 68% year-over-year ticket growth.
 - Set service management strategy and directed ServiceNow adoption across IT, assets, and Facilities, with SLAs and change governance.
- Cloud and AI Strategy
 - Shape governed cloud and AI infrastructure strategy in partnership with business and security stakeholders.
 - Established Azure and AWS governance through the Cloud Center of Excellence; direct AI landing-zone development.
- Growth and Business Resilience
 - Set data center modernization strategy and directed corporate colocation delivery to strengthen resilience and support planned workload migration.
 - Direct site infrastructure strategy to support manufacturing expansion and enterprise growth.
- Financial Stewardship and Risk Reduction
 - Lead enterprise budget standardization, cloud FinOps, and software rationalization to strengthen financial visibility and align investment with business priorities.
 - Published 11 architecture standards; partnered with SecOps on risk reduction and strengthened leadership through hiring and promotion.

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EXECUTIVE EXPERTISE

Enterprise IT Strategy
Global Operations Leadership
Organizational Transformation
Financial Stewardship
Cloud and AI Strategy
M&A Integration
Vendor Negotiation
IT Service Management
Business Continuity
Talent Development

EDUCATION

MBA, Information Technology
Western Governors University

BS, Information Technology
Western Governors University

CERTIFICATIONS

Linux Essentials
CompTIA Security+
CompTIA Project+
ITIL v4 Certified
AWS Certified Cloud Practitioner
CompTIA A+
Certified Scrum Master
Foundations of Leadership Certificate
Effective Manager Certificate

PROFESSIONAL EXPERIENCE continued

Director, Cloud Infrastructure

Stewart Title Guaranty Company | Houston, Texas

October 2021–May 2025

Set global infrastructure and cloud direction and led 10 operational teams with 53 staff and 13 direct reports. Accountable for strategy, organizational capability, and 24/7 service delivery across infrastructure, cloud, security operations, and DevOps.

- Global Operating Model Transformation
 - Designed and led the global insourcing strategy, directing the transition from an offshore MSP and onboarding 55 resources across the United States, India, and Pakistan.
 - Led a transition completed 25 days early with zero P1 incidents affecting more than 100 users.
 - Established incident leadership and executive communication standards to strengthen cross-team coordination during critical events.
- Cloud Strategy and Financial Results
 - Built Cloud Engineering, Architecture, and Operations leadership capabilities and established enterprise AWS and Azure strategy.
 - Revitalized the Cloud Center of Excellence to align architecture standards, governance, and modernization roadmaps across the enterprise.
 - Directed the migration of 600 TB to immutable cloud storage, reducing the on-premises footprint and delivering \$314K in annual savings.
- Engineering and Delivery Modernization
 - Introduced Agile-Ops as the engineering delivery model, establishing two-week planning cycles and visibility into capacity, priorities, and execution.
 - Guided adoption of CI/CD, infrastructure as code, and deployment automation to improve repeatability and engineering delivery.
- Security and Business Continuity
 - Partnered with Information Security to align cloud and on-premises architecture with enterprise security requirements.
 - Directed hybrid backup modernization with ransomware protection, immutable storage, and secure cloud archiving.
 - Established enterprise recovery objectives and directed cloud disaster recovery with cross-region high availability.

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PROFESSIONAL AFFILIATIONS

Society for Information Management
Houston Chapter | Since 2021

Project Management Institute
Member since 2018

National Society of
Leadership and Success
Member since 2022

ADDITIONAL TRAINING

Project Management

VMware Certified Professional
Training

Giant Leadership

Manager Tools Management

PROFESSIONAL EXPERIENCE continued

Global IT Infrastructure Manager/Director **Wellbore Integrity Solutions | Houston, Texas** August 2019–July 2021

Set IT strategy and led global infrastructure, helpdesk, and cybersecurity as the business grew from 30 employees to a global enterprise of 1,400+.

- Growth and Financial Performance
 - Reset the IT cost structure through infrastructure and service optimization and vendor renegotiation, reducing the annual operating budget by \$3M while maintaining service quality.
 - Directed enterprise migration and global technology deployment, aligning productivity, telecom, and office infrastructure with rapid business expansion.
 - Partnered with senior leadership on technology roadmaps; developed global teams, service KPIs, and governance supporting CIS Controls, NIST, and GDPR requirements.

Principal Infrastructure Analyst/Project Manager **Westlake Chemical | Houston, Texas** July 2018–August 2019

Led cross-functional infrastructure and acquisition-integration programs, coordinating budgets, resources, and delivery. Directed acquired-company identity integration and primary data center relocation ahead of schedule.

Director, Information Technology **Lockwood International | Houston, Texas** September 2015–July 2018

Set IT direction and led global infrastructure, helpdesk, cybersecurity, and development for a multinational oil and gas valve and automation company.

- Service Transformation and Cost Reduction
 - Redesigned the service organization and established performance accountability, reducing backlog 80% and average resolution time from five days to one.
 - Led enterprise system consolidation and commercial optimization, delivering \$600K in annual ERP savings, \$58K in Microsoft licensing savings, and \$85K in mobile savings.
 - Directed infrastructure investment across data center relocation, cloud disaster recovery, security, virtualization, and endpoint management to strengthen enterprise operations.