LISA DONBAVAND

Director of IT & Operations | Infrastructure • Cybersecurity • Process Optimization

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PROFESSIONAL SUMMARY

IT & Operations leader with 20+ years of experience aligning technology with business growth across real estate, e-commerce, consulting, and education. Proven record leading cross-functional teams, cutting operational expenses by **30%**, accelerating project delivery by **65%**, and improving revenue and retention through data-driven process redesign and modern IT solutions. Hands-on in infrastructure, cybersecurity oversight, cloud and web platforms, and vendor management. Open to **Director/Head of IT & Operations** roles in San Antonio or remote..

CORE COMPETENCIES

- IT Strategy & Roadmapping
- Infrastructure & Cybersecurity Oversight
- Systems Integration & Automation
- Operations Management & Process Optimization
- Budgeting, Cost Control & Vendor Management
- KPI Development & Data-Driven Decision Making
- Team Leadership & Cross-Functional Collaboration
- Cloud & On-Prem Infrastructure (AWS, Unix, Windows)
- Digital Transformation & Change Management

TECHNICAL SKILLS

- **Infrastructure & Platforms:** Unix, Linux, Windows Server, macOS, AWS
- **Web & Applications:** HTML, JavaScript, SQL, Liquid, Perl, CGI, JSON
- **E-commerce & Business Tools:** Shopify, osCommerce, Mailchimp, OmniSend, Google Ads, Facebook Ads
- **Legacy Languages (working knowledge):** C/C++, COBOL, ColdFusion, Visual Basic, Ada, Fortran
- **Focus Areas:** Network security for internet-facing servers, hosting environments, system administration, automation and scripting

PROFESSIONAL EXPERIENCE

Director of IT & Operations / IT Consultant | 2020 – Present
PAD Properties LLC – San Antonio, TX

- Lead an 11-person team across real estate development and IT, supporting up to 50 active projects across 74 locations and aligning technology initiatives with operational goals.
- Reduced operational expenses by **30% in 6 months** through procurement optimization, contract consolidation, and vendor negotiation.
- Streamlined project workflows and implemented standardized processes, **cutting delivery timelines by 65%**.
- Designed internal tools and digital workflows that increased team productivity by **25%** and improved project tracking and communication.
- Implemented integrated digital tools for scheduling, documentation, and collaboration; monitored KPIs to support continuous improvement and reporting.

Director of IT & Operations, Owner | 2004 – 2025
SkinCareful – Texas (Remote/Online)

- Built and scaled a direct-to-consumer skincare brand with online and marketplace channels, **owning IT, operations, and digital strategy end-to-end, including P&L responsibility**.
- Increased revenue by **35% YoY** through platform optimization, marketing automation, and conversion-focused UX improvements.

- Reduced inventory waste by **20%** via SKU-level tracking, demand planning, and improved forecasting.
- Improved customer retention by **25%** by refining user experience, support workflows, and post-purchase communication.
- Led supply chain, 3PL partnerships, and budgeting; cut cost of goods sold (COGS) by **15%** through strategic sourcing and contract negotiations.
- Managed Shopify and related integrations, ensuring stable, secure, and scalable e-commerce operations.

Educational Program Director | 2003 – 2024
Oak Hills – Houston & San Antonio, TX
- Directed tech-enabled programs for a private school system, coordinating ~20 rotating subjects across multiple locations and classes ranging from small groups to 30 students.
- Implemented technology to standardize scheduling, administration, and communication, improving program efficiency and consistency.
- Owned curriculum, staffing, budgeting, and vendor management while teaching foundational IT and programming skills.

Owner, Consultant & Developer | 2003 – 2005
Phillips & Son Consulting – Houston, TX
- Improved patient intake workflows for medical clients by **65%** through process redesign and technology adoption.
- Developed tailored web presences and digital marketing strategies, increasing client inquiries by **32%**.
- Set up onsite networks and computer systems, providing end-to-end small business IT support.

Director of Information Technology | 2000 – 2003
Tenagra Corporation – Houston, TX
- Led **12-person IT team** delivering secure, scalable hosting and web services for enterprise clients including IBM, Harley-Davidson, and Shell.
- Implemented automated server recovery and improved security posture for internet-facing systems, reducing off-hours workload and incidents.

Unix System Administrator / Developer | 1998 – 2000
NASA (via SAIC & Indyne Inc.) – Houston, TX
- Administered and secured **nine external web servers** for NASA and partners, handling performance, hardening, patching, and monitoring.
- Developed a secure web server and certificate authority for NASA's tunnel server, improving secure access to internal resources.

Mission Control Flight Controller / Engineer | 1996 – 1998
NASA (via Barrios Technology) – Houston, TX
- Served as Flight Controller in NASA's Mission Control, administering Unix servers and supporting critical Space Station and Mission Control operations.
- Led an 8-person team developing Mission Control displays and tools, reducing task time by **65%** and human error by **55%**; earned NASA's "Going the Extra Mile" award.

EDUCATION

Bachelor of Science in Computer Science & Human Biology | 1996
Stephen F. Austin State University – Nacogdoches, TX