

Alana Sievers

Technology operations leader with 9+ years in technology leadership, business operations, and program execution, including 5+ years leading teams and serving on the executive team, with enterprise experience at Worldpay and within Crowe LLP.

Website alana.sieverstech.com LinkedIn linkedin.com/in/alanaerchull Remote

Email is available through the website.

EXPERIENCE

Senior Engineering Manager

Apr 2024 to present

ITR Economics (a Crowe LLP company)

Translate the Partner and executive team's strategy into executable roadmaps and measurable outcomes, leading a remote 12-person technology team; own a \$1 million annual technology budget.

- Run the leadership operating rhythm through EOS (L10) meetings: own the KPI scorecard, prepare monthly business review materials, and report performance, risks, and commitments to executives; use AI to take notes and summarize executive meetings.
- Lead AI adoption: selected and rolled out Claude, Codex, and Copilot across the full software development lifecycle, cutting ticket turnaround time by 40%, and set best practices for how the team uses them; use AI for product market research.
- Led the organization-wide agile transformation, designing the planning, launch, and after-action review processes that improved on-time delivery by 20%.
- Oversaw technology adoption and integrations: a 3-month Okta identity and access management rollout for all internal users of a company application and API integrations with HubSpot (CRM) and Authorize.net (payments); spearheading the SOC 2 compliance effort for the company's customer-facing product.
- Develop talent: hire, mentor, and evaluate 6 engineers with clear KPIs, structured growth plans, and annual team plans.

Director of Technology

Aug 2023 to Apr 2024

ITR Economics (a Crowe LLP company)

Managed a \$1 million technology budget, infrastructure decisions, and 4 IT vendor contracts, holding vendors accountable to scope, cost, and delivered value.

- Member of the executive team; owned the company's 1–5 year technology vision, aligning technology investments with business objectives and presenting plans and progress to leadership.
- Built an in-house IT function from scratch to replace an outsourced managed-services provider, saving \$250K per year.
- Led the company-wide migration of all ITR systems into Crowe LLP following the acquisition.
- Owned all AI initiatives for the company, building business cases and launching new applications to improve operations and product offerings.
- Owned company-wide security policy, enterprise risk, regulatory compliance, and disaster recovery and breach response plans.

Software Development Manager

Aug 2021 to Aug 2023

ITR Economics (a Crowe LLP company)

Managed an 8-person team and a portfolio of 6 concurrent projects, ensuring on-time, on-scope, quality delivery.

- Created and presented performance metrics to the executive team to inform investment and prioritization decisions.
- Coached engineers on career development and technical growth to build a skilled, engaged team.

Technology Project Manager

Jun 2020 to Jul 2021

AssuriCare

- Reported project status, risks, and dependencies weekly to the executive team.
- Managed three outsourced development vendors, holding them to company deadlines and quality standards; helped migrate development teams to the Scrum model.
- Served as Scrum Master for three squads and helped manage the development backlog.

Technology Project Manager

May 2018 to May 2020

Worldpay

- Led 2 large, top-priority programs supporting the Vantiv–Worldpay acquisition, organizing dispersed, cross-functional teams and trains within SAFe.
- Ran daily production calls during the transition of acquired merchants, escalating and resolving processing issues immediately.
- Led multiple large, top-priority initiatives, including creating new capabilities for merchants and coding to a front-end gateway.
- Validated merchant data and assisted in correcting invalid merchant data on processing platforms during the Vantiv-Worldpay merger.

Ecommerce Relationship Manager

May 2017 to May 2018

Worldpay

- Supported the acquisition of the Moneris book of business; serviced merchant accounts and conducted on-site annual business reviews.

Operations Project Management Intern

May 2016 to May 2017

Vantiv

- Lead operations project manager on three projects (Speech Analytics, Interaction Web Portal, Callback Functionality) using Agile and Scrum.
- Worked alongside the Strategic Program Manager to assess the status of all projects against the service strategy; member of the Vantiv Women's Business Network.

SKILLS

Security and compliance	Security, Risk & Compliance (SOC 2), Okta
AI and automation	AI Transformation & Technology Adoption, Workflow Automation & Process Optimization, Claude, Codex, GitHub Copilot
Leadership and operations	Technology Business Operations & Strategic Planning, Budget Management & Fiscal Planning, Execution Tracking, Governance & Status Reporting, Business Reviews & Executive Presentations, KPI Scorecards & Performance Reporting, Strategy-to-Roadmap Translation, Talent Development & Coaching, Organizational Change Management, Vendor & Contract Management, M&A Integration, KPI scorecards, Public Speaking, Leadership
Tools and methods	EOS/L10, Jira, ADO, Rally, Monday.com, Asana, HubSpot

EDUCATION

Master of Science (MS), Cybersecurity Management, Purdue University Global, 2024

Bachelor's, Business Administration, Xavier University, 2017