

SCOTT BOOMER

Director of Technology | AI-Driven IT Automation | Cloud & Identity | Security & Compliance

Contact information available on request at scottboomer.com

PROFESSIONAL SUMMARY

Director of Technology at Arc Games with 25+ years in IT, promoted from IT Manager to lead operations across North America, Amsterdam, and Shanghai. Builds cross-trained, well-documented teams and a service-first IT culture supporting staff and contractors in 26+ countries. Actively seeks to automate workflows and eliminate routine manual tasks companywide, freeing teams for higher-value work and improving profit margins. Partners with the CTO on AI; hands-on in zero trust security, SOC 2 compliance, and data center consolidations without unexpected downtime.

Core Competencies: AI-Driven IT Automation | AI-Driven Security Documentation | Data Center Consolidation & Migration | Contract Lifecycle Automation | IT Leadership | Hands-On IT | IT Governance | Budgeting & Forecasting | Cloud Migration | SaaS Administration | Identity & Access Management (SSO, MFA, SCIM) | SOC 2 & ISO Compliance | Regulatory Audits | Security Engineering | Incident Response & Business Continuity Planning | Contract Negotiation | Vendor Management | M&A Technology Integration | Data Center & Online Game Operations | Project Management | Strategic Planning | Team Leadership

PROFESSIONAL EXPERIENCE

Director of Technology Operations and Information Technology

Jun 2022 – Present

Arc Games Inc. (formerly Gearbox Publishing San Francisco) | Redwood City, CA

- Promoted to oversee online game operations, data center, and IT for North America, Amsterdam, and Shanghai.
- Led the team through three data center and environment consolidations (Boston CoreSite data center, Equinix Santa Clara, and the Los Gatos dev environment) and moved Cryptic Studios into Equinix Santa Clara, all delivered with no unexpected downtime and within scope.
- Lead the ongoing onboarding and merger of IT between Cryptic Studios and Arc Games into a single unified environment, building on the Los Gatos dev environment consolidation and the move of Cryptic Studios into Equinix Santa Clara.
- Lead AI-driven IT automation, using ChatGPT, Claude, Grok, Cursor, and other AI models to automate security reports, service desk dashboards, and patch management.
- Partnered with the CTO to deploy and expand the company's AI footprint, including tools such as ChatGPT, Claude, Grok, and Cursor.
- Lead AI governance and adoption: drafting the company AI use policy (in progress), completed the first companywide onboarding to the Claude client, and run an active in-house employee contest to build AI-driven solutions for common workflows.
- Used AI tools to rebuild security playbooks for multiple environments, including Mimecast, Zscaler, JumpCloud, Atera, Office 365, and Atlassian, with automatically updated documentation and built-in review steps.
- Built automated contract lifecycle management (CLM) without a dedicated CLM platform: an automated routine creates review tickets from contract termination and renewal dates so no key dates are missed.
- Led the company's move from an on-premises hybrid SSO setup to the JumpCloud cloud Identity Provider (IdP) with Microsoft Hybrid Azure AD / Entra ID, implementing SSO, MFA, SCIM provisioning, and access lifecycle management.
- Integrated SaaS applications, including Atlassian, Slack, and Microsoft 365, with SSO and the IdP; manage the related services and contracts and reduced shadow IT through SaaS audits and procurement processes.
- Migrated critical operations to cloud infrastructure on GCP and AWS for scalability and performance across multinational partners.
- Took on security engineering duties: Zscaler zero-trust access rules and VPN integration, Mimecast URL and policy protection, ESET EDR, and DLP.
- Created and developed IT governance for the organization, including incident response and business continuity planning.
- Led and managed multiple audits for SOC 2 compliance; created a standing recurring review of security gaps and resolved out-of-compliance issues; coordinated penetration testing and PCI compliance controls.

- Serve as contracts liaison for all technology contracts; built new vendor relationships, negotiated improved agreements, and held providers to SLAs through performance reviews.
- Manage a multi-million-dollar budget and work with cross-functional teams to align technology strategy with business objectives.
- Led the technology transition for the acquisition of a Shanghai studio: migrated merged technologies and onboarded support staff.
- Led the rebrand from Gearbox Publishing San Francisco to Arc Games, including changes to all infrastructure and communication services.
- Standardized the mixed Windows and macOS device fleet and device lifecycle, including unified endpoint management and patching with Altiris, SCCM, and Atera; built onboarding and offboarding processes that carried through the acquisition and rebrand.
- Managed network infrastructure upgrades, including secure Wi-Fi and segmented networks, for multinational operations.
- Deliver technology to overseas contractors in 26+ countries, working through customs and shipping rules.
- Lead a diverse team of engineers with an emphasis on cross-training, documentation, and communication.

Technology Operations Manager

Feb 2019 – Jun 2022

Gearbox Publishing San Francisco (formerly Perfect World Entertainment) | Redwood City, CA

- Promoted to oversee online game operations, data center, and IT for North America and Amsterdam.
- Led a hands-on upgrade of ADFS to a multi-top-level-domain, hybrid environment.
- Managed single sign-on (SSO) implementation for multiple product integrations across US and EU operations.
- Moved staff to remote work during the COVID-19 pandemic without interrupting business operations.
- Implemented monthly budget review and tracking processes with the accounting and finance teams.
- Managed engineers with an emphasis on cross-training, documentation, and communication.

IT Manager

Jul 2017 – Feb 2019

Perfect World Entertainment | Redwood City, CA

- Managed IT staff and standardized operations for offices, subsidiaries, and studios across the US and Amsterdam.
- Planned and executed an office relocation, including IT equipment and contracts, within the first months of tenure.
- Standardized user management, equipment purchasing, and the Active Directory environment.
- Implemented multi-factor authentication (MFA) for end-user and administrative access.
- Standardized the help desk ticketing system for North American and European operations.

Regional Desktop Supervisor, West Region

Feb 2015 – Jul 2017

Education Management Corporation (EDMC), serving The Art Institutes, Argosy University, and Brown Mackie College | San Diego, CA

- Managed IT and campus operations for multiple West Region campuses and coordinated standardization efforts.
- Took over several of the region's struggling campuses and reorganized their technology operations into well-run, efficient sites.
- Developed IT processes and procedures for the West Region and its campuses; standardized IT infrastructure for consistent maintenance.
- Completed Windows Server 2012 Active Directory standardization for future campus implementations.
- Implemented data loss prevention (DLP) measures and standardized classroom Group Policy (GPO) structures.

Campus Technology Manager

Feb 2010 – Feb 2015

The Art Institute of California, a College of Argosy University | San Diego, CA

- Managed IT infrastructure, facilities operations, and a team of technicians for two campuses.
- Delivered annual budget plans and managed multi-million-dollar budgets for technology purchase, replacement, repair, and infrastructure improvements, working with the campus president and finance director.
- Oversaw construction of a multimillion-dollar recording studio.
- Implemented software delivery and patch management systems.
- Led standardization across multiple school locations, including classroom network environments.
- Trained and mentored technicians, arranged offsite training, and shared hardware and software solutions with peer campus technology leaders.

Technology Support Supervisor

Jun 2004 – Feb 2010

The Art Institute of California, a College of Argosy University | San Diego, CA

- Managed a team to meet quarterly maintenance goals and developed maintenance strategies.
- Oversaw the technology transition of The Advertising Arts College to The Art Institute of California – San Diego.
- Led the move from Symantec Ghost to Symantec Altiris for automated deployment.

Senior Desktop Analyst

Jun 2000 – Jun 2004

The Art Institute of California, a College of Argosy University | San Diego, CA

- Migrated staff and student computer environments during the campus move from La Jolla to Mission Valley.
- Developed and implemented a systems imaging process; maintained 750+ computers in a mixed Apple and Microsoft environment.
- Led infrastructure expansion, including microwave antenna installation and wireless network expansion.

EDUCATION

Bachelor of Science, Information Technology | South University | 2015

Associate of Science, Digital Art | The Art Institute of California | 1998

TECHNICAL SKILLS

AI & Automation: ChatGPT, Claude, Grok, Cursor, and other AI models for automated security reports, service desk dashboards, patch management, and AI-maintained security playbooks; automated contract lifecycle management (renewal and termination review ticketing)

Identity & Access: JumpCloud IdP, Okta IdP, Microsoft IdP, Hybrid Microsoft Azure AD (Entra ID), DirSync, ADFS, SSO, MFA, SCIM provisioning, access lifecycle management

Security & Endpoint: Zscaler (zero-trust access, VPN integration), Mimecast, ESET Endpoint Management, EDR, MDM, DLP, Keeper Security, TeamPass, ManageEngine, endpoint management and patching (Altiris, SCCM, Atera RMM; SCCM experience translates directly to Microsoft Intune), Windows and macOS device lifecycle

Cloud & Productivity: GCP Compute Engine, AWS S3 & CloudFront, Microsoft 365 / Office 365, Slack, Google Workspace (G Suite), Google Analytics, Box.com DAM

Infrastructure: Microsoft Active Directory, DNS, DHCP, IPv4, GPO, WSUS, ADFS, DFS-R, Microsoft IIS, VMware vCenter & vSphere, Linux (CentOS), data center consolidation and migration (CoreSite, Equinix), secure Wi-Fi and network segmentation, data center operations

Compliance & Governance: SOC 2, ISO standards, PCI controls, penetration testing coordination, regulatory audits, IT governance, incident response and business continuity planning, security gap review and remediation

Business & Collaboration: Atlassian Jira & Confluence, NetSuite, Oracle EBS, ADP, Concur, Bill.com, Avalara, game and developer platforms