

JASON D. BOSSMIN

IT OPERATIONS & ENGINEERING SUPPORT EXECUTIVE

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16

ENGINEERS LED GLOBALLY

\$40M+

ANNUAL TECH BUDGET

19+

YEARS AT JPMORGAN CHASE

5

PROMOTIONS EARNED

EXECUTIVE PROFILE

IT operations and engineering support executive with 25+ years of leadership experience directing mission-critical technology services in regulated financial environments. Led a 16-person global organization and managed a \$40M+ annual technology budget supporting highly available HPE NonStop banking platforms. Expertise includes production reliability, major incident leadership, operational resilience, vendor governance, technology risk, and executive stakeholder communications. Master of Science in Information Technology with current professional development in cloud, AI, ITIL, and chaos engineering.

AI-READY EXECUTIVE | 2026 CREDENTIALS

- ▶ **Claude 101** — Anthropic
- ▶ **AI Foundations & Applied AI Foundations** — OpenAI Academy
- ▶ **Google AI Essentials** — Google / Coursera
- ▶ **Career Essentials in Generative AI** — Microsoft & LinkedIn
- ▶ **Artificial Intelligence Fundamentals** — IBM SkillsBuild

AI IN PRACTICE

Generative AI for business operations — applied to incident workflows, knowledge management, and support productivity.

Chaos engineering (Gremlin-certified) to surface failure modes before production impact.

Hands-on with Microsoft Copilot, AWS, and Azure across enterprise environments.

CORE COMPETENCIES

- **IT Operations Leadership**
- **Operational Resilience**
- **Global Team Leadership**
- **Vendor Governance**
- **Change Management**
- **Major Incident Management**
- **Technology Risk & Controls**
- **Technology Budget Management (\$40M+)**
- **Business Continuity & Disaster Recovery**
- **Agile / Scrum • ServiceNow • JIRA**
- **Production Reliability**
- **Executive Stakeholder Management**
- **Generative AI for Business Operations**
- **SLA & KPI Governance**
- **HPE NonStop • AWS • Azure • ITIL**

PROFESSIONAL EXPERIENCE

JPMorgan Chase & Co. | Tampa, FL | August 2006 – June 2026

Promoted progressively through five positions of increasing scope and responsibility over 19+ years

Executive Director – Product and Engineering Support Management | February 2024 – June 2026

- Led a 16-person globally distributed engineering support organization responsible for the reliability, production stability, incident response, vendor governance, and operational resilience of mission-critical HPE NonStop banking platforms.
- Managed a \$40M+ annual technology budget, aligning financial planning, vendor expenditures, software licensing, and budget cycles with organizational investment priorities.
- Directed the identification, escalation, and resolution of critical production incidents, coordinating technical and business teams to restore service, minimize business impact, and maintain SLA commitments.
- Delivered timely executive communications during high-impact production incidents, keeping leadership, business partners, and technology teams informed and aligned throughout each resolution cycle.
- Drove technology planning, product roadmap execution, delivery coordination, and vendor governance across business, technology, and product functions in a regulated financial services environment.
- Applied chaos engineering principles to identify failure modes proactively and strengthen platform resilience before production impact.

Vice President – Product and Engineering Support Manager | February 2015 – February 2024

- Directed engineering support teams across the United States and India in high-availability, SLA-driven banking environments, providing executive-level oversight throughout the incident lifecycle.
- Implemented a global Agile operating model using JIRA, structured sprints, backlog reviews, and standardized intake, converting ad hoc support requests into more structured and predictable delivery.

- Strengthened change-control practices in alignment with industry standards, reducing change-related incidents and improving release confidence across production environments.
- Delivered cross-functional technology solutions that advanced platform maturity and supported long-term organizational direction within a large-scale regulated financial services organization.

Assistant Vice President – Business Analyst II | February 2011 – February 2015

- Served as Business Resiliency Lead, owning business continuity and disaster recovery planning, and ensured regulatory compliance across production and project delivery within a regulated financial institution.
- Managed cross-functional project execution combining budget tracking, executive communications, project planning, and structured problem-solving across competing priorities.

Assistant Vice President – Business Analyst I | September 2007 – February 2011

- Served as technology project delivery lead and subject matter expert across complex, multi-stakeholder programs; gathered, mapped, and prioritized requirements ensuring accurate translation of business needs into technical deliverables.
- Evaluated and prioritized defect corrections and enhancements based on business process impact, SLA implications, and budget requirements.

Consultant – Business Analyst I | August 2006 – September 2007

- Designed infrastructure solutions for the global technology infrastructure group; managed project issue identification, escalation, and resolution tracking across concurrent workstreams in a financial services environment.

EARLY CAREER

Incident Manager – Service Desk Center | Sykes Enterprises, Inc. | Tampa, FL | 2004 – 2006

Led service desk incident management, customer communications, and escalation coordination for high-impact issues.

IT Manager – Global Network Operations Center (NOC) | Sykes Enterprises, Inc. | Tampa, FL | 2002 – 2004

Managed 24x7 global NOC operations across network, server, telephony, application, and data center environments.

Senior IS Manager – Systems Management Server Group | Intermedia Communications | Tampa, FL | 1999 – 2002

Managed the systems management server group supporting enterprise infrastructure operations.

Advanced IT Support Consultant | TEKsystems | Tampa, FL | 1997 – 1999

Provided advanced IT support and infrastructure consulting across client environments.

TECHNICAL SKILLS

Platforms & Tools: HPE NonStop • ServiceNow • JIRA • AWS • Microsoft Azure • Microsoft Copilot

Operations & Delivery: ITIL • Agile/Scrum • Production Support • Incident Management • Change Management • Disaster Recovery • Business Resiliency

Leadership & Governance: Vendor Management • Software Licensing • Financial Services Technology • Chaos Engineering • Generative AI

EDUCATION & CREDENTIALS

► **Master of Science in Information Technology** — Argosy University, Tampa, FL, 2014

► **ITIL Foundation Certificate in IT Service Management** — AXELOS / PeopleCert

► **AWS Certified Cloud Practitioner** — Amazon Web Services

► **Microsoft Certified: Azure Fundamentals** — Microsoft

► **Certified Chaos Engineering Practitioner** — Gremlin

► **AI credentials** — Anthropic, OpenAI, Google, Microsoft & LinkedIn, IBM (see page 1)