

SCOTT DUNN

Director / Vice President — Technical Operations & Enterprise Strategy

Product Lifecycle & PLM • Infrastructure Modernization • Vendor Governance • Capital Architecture

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EXECUTIVE PROFILE

Forward-thinking technology operations executive with 21 years of progressive leadership driving infrastructure modernization, product lifecycle governance, and enterprise technology strategy within the telecommunications sector. Strategic partner to the C-suite, skilled at transforming complex technical bottlenecks into scalable, revenue-protecting operational capabilities. Proven track record of optimizing capital expenditure, managing multimillion-dollar risk, and architecting operational frameworks that align long-term technology roadmaps with corporate business objectives.

CORE COMPETENCIES & SCALE

- **Enterprise Leadership:** 21 Years of Progressive Telecom Advancement
- **Capital Stewardship:** ~\$160K in Annual Operating Savings & ~\$2M in Revenue Protected
- **Ecosystem Governance:** 1,221 Commercial Products Launched across 18 Global OEMs
- **Technical Quality:** Over 44,500 Production Software Releases & Firmware Certifications
- **Strategic Alliances:** Active Governance of 15+ Enterprise Technology Partners & Vendors
- **Team Leadership:** Direct Management and Mentorship of 8 High-Performing Technical & Operational Resources

PROFESSIONAL EXPERIENCE

CAROLINA WEST WIRELESS | Manager, Technical Support & Device Engineering February 2024 – Present

Selected by executive leadership to spearhead the organization's highest-impact technical initiatives, translating complex business objectives into scalable operational capabilities across Device Engineering, Technical Support, Customer Loyalty, and Product Readiness.

- **Scope Expansion & Team Leadership:** Directly command a cross-functional organization of 8 technical and operational resources; successfully absorbed and stabilized the Customer Loyalty and Retention teams as an executive stretch assignment, consistently meeting all high-stakes operational KPIs.
- **Enterprise Platform Modernization:** Architected and led the strategic migration of eSIM and entitlement platforms to DCC, capturing approximately \$160,000 in annual recurring operational savings while enhancing vendor SLA governance and long-term platform flexibility.
- **Technology Governance:** Direct and influence outcomes across 15+ strategic technology partners, mitigating operational risk, accelerating commercial project delivery, and strengthening enterprise B2B relationships.

- **Strategic Roadmap Influence:** Evaluate emerging vendor architectures and infrastructure solutions, balancing customer experience (CX), financial stewardship, long-term scalability, and corporate technology roadmaps.
- **Human Capital Development:** Cultivate an enterprise-first engineering culture by executing succession plans, mentoring emerging leaders, and breaking down cross-functional silos to accelerate organizational technical capacity.

CAROLINA WEST WIRELESS | Assistant Manager, Technical Support & Device Engineering November 2021 – February 2024

- **Commercial Scaling:** Architected the end-to-end Fixed Wireless Access (FWA) operating model—establishing contractor governance, quality assurance, service acceptance, and workflow automation—supporting rapid revenue growth from a 25-user pilot to over 2,500 active subscribers.
- **Revenue Protection:** Directed an enterprise-wide migration strategy that preserved approximately \$2 million in annual recurring revenue while minimizing customer churn and mitigation-associated operational risk.
- **Capital Constraint Management:** Pivoted technology delivery strategy to leverage internal low-code architectures when commercial software funding was restricted; designed and deployed automated enterprise workflows that maintained operational velocity without expanding capital budgets.
- **Operational Redesign:** Slashed critical technical ticket resolution times from an average of 2.14 days down to less than 24 hours through a comprehensive overhaul of escalation workflows and engineering support structures.
- **Cross-Functional Alignment:** Led large-scale, cross-functional initiatives spanning Engineering, Sales, Marketing, Finance, Legal, Customer Care, HR, and external strategic technology vendors to ensure seamless product alignment.

CAROLINA WEST WIRELESS | Device Engineer September 2012 – November 2021

- **Technical Authority:** Served as the single point of accountability for commercial product readiness, lifecycle governance, and certification across all smartphones, wearables, IoT devices, mobile broadband, and Fixed Wireless products.
- **Process Transformation:** Redesigned product certification frameworks by replacing a generalized legacy testing process with specialized, high-velocity validation structures, cutting certification timelines by 70% while establishing an enduring organizational standard.
- **Product Lifecycle Management (PLM):** Designed and governed the centralized Product Lifecycle Repository supporting 1,221 commercial products and 44,571 software certifications, providing enterprise-wide visibility into technical acceptance, firmware history, and regulatory documentation.
- **OEM Relationship Management:** Coordinated commercial launches, technical testing, and lifecycle tier-support alongside engineering teams from 18 global OEMs.
- **Asset Protection:** Engineered strict engineering inventory controls that reduced annual device loss and shrink by approximately \$10,000.

Additional historical progression at Carolina West Wireless includes roles as **Tier II Technical Support Specialist** (achieved a 62% reduction in roaming resolution time and established the firm's first centralized technical knowledge repository) and **Sales Representative** (achieved 115 monthly activations with a 67.5% accessory attachment rate).

EDUCATION

- Master of Science (M.S.), Information Technology Management – Western Governors University
- Bachelor of Business Administration (B.B.A.), Business Administration – Western Carolina University
- Bachelor of Business Administration (B.B.A.), Business Law – Western Carolina University
- Associate of Arts (A.A.), Business Administration – Caldwell Community College & Technical Institute

STRATEGIC & TECHNICAL LEADERSHIP MATRIX

Executive Strategy: Technical Operations Management • Vendor Strategy & SLA Governance • Product Lifecycle Management (PLM) • Capital Architecture & Cost Optimization • Service Readiness • Corporate Change Management

Infrastructure & Telecom: Fixed Wireless Access (FWA) • eSIM & Entitlement Platforms • IMS Core Architecture • VoLTE • RCS • Apple Carrier Services • Android Ecosystem

Automation & Architecture: Microsoft Power Platform • SharePoint Architecture • Enterprise Workflow Automation • Process Optimization • Cross-Functional Team Building