WMC GLOBAL

Position Brief

Senior Vice President, Technology
WMC Global

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Contact Information

Craig Brechner
Partner, Technology Practice
+1 949.284.0263
Craig.Brechner@odgersberndtson.com

Kian Ringwood
Senior Associate
+1 647.852.4017
Kian.Ringwood@odgersberndtson.com

Odgers Berndtson
999 Corporate Terrace
Suite 100
Ladera Ranch, CA 92694

About WMC Global

Company Highlights

Over the last 18 years, WMC Global has grown from a three-member team innovating in the mobile space to a global organization servicing an array of mobile defense and cyber threat protection needs. WMC is constantly looking for new problems to solve and new ways to stay ahead of fraudsters.

WMC Global sits at the nexus between industries that share similar challenges, yet don't communicate with each other. Despite communication barriers, WMC has learned to speak the languages of the telecommunications sector, financial institutions, technology companies, and government bodies – to assist in solving common problems and to exchange integral data. And along the way, WMC has built out technology that translates those issues into solutions.

WMC Global Product Solutions

Phishing Protection
LEARN MORE ABOUT PHISHFEED

Brands often receive uncontrollable numbers of phishing threats where customers are giving up their credentials inadvertently. PhishFeed assists in identifying, capturing, and neutralizing phishing attacks rapidly ensuring that customers are not exposed to harm for very long, if at all.

Your 10DLC Vetting Partner
LEARN MORE ABOUT RISQ SCORE

RISQ Score is a due diligence system designed to evaluate the value an entity offers to the mobile ecosystem. We score entities based on a variety of factors to develop a holistic view of an entity's corporate and stakeholder history and assign a score based on that value assessment.

Digital Ecosystem Compliance
LEARN MORE ABOUT MARKET MONITOR

Market Monitor allows a business to scalably document a customer journey, leverage a team of unbiased compliance experts to audit that experience, and communicate noncompliant issues back to their partners through a transparent platform.

Mission

As an experienced player in cyber threat intelligence, WMC is committed to making a difference. Their history and mission as an organization show that first and foremost, they excel at helping people. In a perfect world, our phones and email accounts would be completely protected and we could use our devices freely without worrying about the safety of our personal information. Unfortunately, that's not a world we live in. WMC is here here to help – their mission is simple:

To safeguard brands and their customers from malicious digital activity.

Values

- Innovation
- Agility
- Quality

- Integrity
- Professionalism
- Collaboration

WMC Global is proud to be Certified™ by Great Place To Work® for the first time in 2023. The prestigious award is based entirely on current employees' experience working at WMC Global. 97% of team members agree it's a great place to work – 40 points higher than the average U.S. company.

AWARDS & CERTIFICATIONS

2023-2024 Great Place to Work Certified

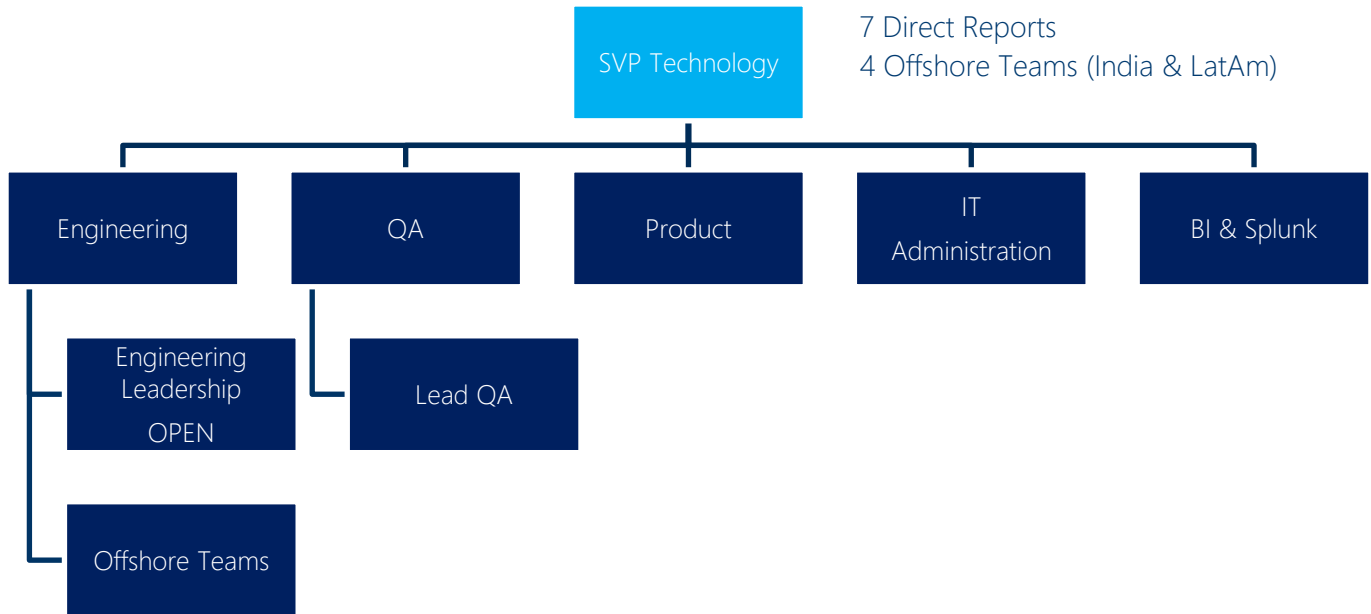2023 Threat Intelligence Company of the Year

2024 Cyber Essentials Certified

CyberSecurity Breakthrough, a leading independent market intelligence organization that recognizes the top companies, technologies, and products in the global information security market recently selected WMC Global as winner of the Threat Intelligence Company of the Year award in the 7th annual CyberSecurity Breakthrough Awards program.

Organizational Chart

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                                    SVP Technology          7 Direct Reports
                                                            4 Offshore Teams (India & LatAm)

    Engineering        QA          Product        IT              BI & Splunk
                                                  Administration

        Engineering        Lead QA
        Leadership
        OPEN

        Offshore Teams
```

The Position

To prevent consumer harm, WMC Global specializes in identifying the sources and methods of digital threats, shutting down related in-market threat delivery mechanisms, and creating barriers to threat propagation. WMC's team is leading the charge in cyber threat intelligence (CTI) and bringing its expertise in wireless communications to build technology that supports automated threat detection and aids in attribution of digital threats. You'll become part of this passionate team that leads the industry in mobile messaging compliance, automated phishing detection, phishing incident response, and threat mitigation, and you'll deploy your transformational leadership style to drive organizational change and inspire your teams.

Senior Vice President, Technology

As Senior Vice President, Technology (SVP), you'll be accountable for driving the strategic direction and growth of the technology function. You'll manage departmental resources and budget, and your leadership will result in high performing teams and sustainable and scalable business practices. You'll be part of a fast-moving, privately-owned, entrepreneurial, growing, and evolving team, and you'll work directly alongside the CEO, Senior Leadership Team (SLT), and executive steering team to drive technological advancement towards strategic objectives.

A successful SVP embraces transformative change and seeks out opportunities for innovation. You can be relied upon to consistently deliver projects on schedule and within budget and keep teams motivated and on task. As SVP, you will cultivate a unique knowledge base about digital threats and how they tie into both mobile messaging compliance and anti-phishing technology, and you will ensure that WMC's technology strategy and stack align with strategic directives. You are motivated by WMC's mission to safeguard brands and their customers from malicious digital activity, and you excel at capacity-building within your teams.

Objectives of this Role

- Evolve technology strategy and lead implementation initiatives through transformational leadership including business processes, policies, and strategic & operational objectives.

- Develop high performing Software Development, QA, Product, Data Strategy, IT, and Business Intelligence teams responsible for critical growth path of organization (see Org Chart).

- Functionally connect growth objectives across complementary product suites, weaving a consistent narrative for internal stakeholders to ensure robust understanding and contextualization prior to project commencement.

- Critically review existing cross-functional team processes, methodologies, and resources and recommend solutions that will drive progress towards strategic growth directives.

Essential Job Functions

Strategy

- Exercise transformational change leadership in organizational transition from consultancy background to product-focused growth, enforcing product vision and supporting maturation process.

- Collaborate with relevant internal stakeholders to uphold and progress organization's strategic direction, setting goals and evaluating progress towards milestones.

- Assess organization's strategic direction holistically, employing cybersecurity, information security, secure by design lens.

Management

- Lead Software Development, QA, Product, Data Strategy, IT, and Business Intelligence departments, managing, mentoring, coaching, and developing technical and managerial personnel.

- Build and constantly develop technology team across all functions.

- Receive direction from C-Suite and set team performance and goals accordingly.

- Manage technology hiring strategy and support new employee onboarding/training and departmental and professional growth plans, driving leadership of high performing teams.

  o   Partner with Human Resources on resource planning and employee relations to establish a trusting, inclusive, and productive workplace culture

  o   Foster a spirit of teamwork that strives for cohesive, high-quality performance, employee retention and fulfillment, and supportive and innovative problem solving

- Report out on departmental strategic goals, key performance indicators (KPIs), and technology directives.

- Assess organization's success and market competitiveness based on contextualized KPIs.

- Manage departmental operating budgets, while simultaneously ensuring profit margins are met or exceeded.

- Partner with Finance on evaluation of infrastructure/licensing costs and forecasting, and recommend cost savings.

- Manage vendors and partners.

- Provide timely and accurate reports on operating condition of technology functions, regularly evaluating business continuity measures.

- Lead implementation of best practices in process, design, testing, agile, and architecture.

- Coach cross-product subject matter expertise in mobile messaging compliance and CTI.

- Exercise influence across technology departments and coach operational excellence and scale.

- Deliver appropriate and timely corrective action to ensure personnel and projects track toward high performance.

- Uphold corporate SOPs and compliance and regulatory requirements, ensuring established processes and procedures are followed and holding direct reports accountable.

- Continuously evaluate for any gaps or areas of opportunity to ensure a high level of security and compliance.

Technology Development

- Establish strategic direction of technology products and execute this vision in collaboration with SLT and executive leadership.

- Develop strategy to support and manage Software Development Life Cycle (SDLC) and productization, maturing products to scale with business needs in alignment with organization's strategic growth objectives.

- Partner with Sales and Marketing to support product marketing strategies for individual product suites.

- Communicate risks adeptly and timely to internal stakeholders, outlining contingencies and completion timelines.

- Support transition toward and uphold Agile development methodologies.

- Evaluate technology stack against industry standards, cybersecurity, secure by design, and information security best practices.

- Identify new systems, tools, or updated processes to improve departmental operations.

- Communicate the value proposition of products and features through internal communications, demonstrations, and presentations.

- Identify and recommend new avenues for product development that will help the organization achieve its growth targets and security needs.

- Lead the development and execution of innovative AI strategies, focusing on enhancing products and services. Ensure alignment with the company's long-term vision and market demands.

- Stay abreast of emerging AI technologies and cybersecurity trends. Evaluate and implement new technologies to maintain WMC's competitive edge.

- Develop and manage the company's technology roadmap, prioritizing AI initiatives that align with business goals and customer needs. Establish metrics and KPIs to measure the impact and ROI of AI technologies.

Ancillary Responsibilities

- Support organization, as needed, on strategic telecommunications and/or CPaaS partner accounts.

- Review market feedback and collaborate with R&D, Business Development, and Customer Success teams on opportunities to provide new features or services.

- Perform other duties as assigned.

The Candidate

Competencies, Skills & Qualifications

- Strategic thinker with demonstrated business, financial, and technical acumen.

- 15+ years of management experience required, with demonstrated success in leading local and offshore technology teams with remote management, of which:

    o   10+ years of leadership experience, with 5+ years serving in a VP role or higher, required.

    o   5+ years of progressively responsible technology product management in enterprise SaaS required.

- Experience complying with or implementing SOC2 or ISO27001 compliance initiatives (or other relevant cybersecurity certification) required.

- Experience managing the following tech stack required:

    o   Amazon AWS

    o   Rackspace

    o   Elastic Search

    o   Python

    o   Java

    o   SQL

    o   Tableau

    o   Splunk or similar data analysis software

- Proven track record in growing business and expanding technology functions.

- Proficient in TQM, Six Sigma, or other relevant methodologies.

- Proficient in risk and incident management.

- Experience with emerging AI initiatives impacting cybersecurity products & services.

- Ability to interpret relevant international, federal, and state laws, regulatory rulings, and corporate policy to ensure corporate compliance.

- Availability to travel to teams, prospects, clients, and industry events or other in person engagements, as required, domestically and internationally.

- Commercially minded, with superior analytical, decision-making, and problem-solving skills.

- Passion for technology, innovation, and consumer protection.

- Comfortable working in a fast-paced, team-oriented environment with flexibility to successfully manage multiple fully remote teams.

- Proficient in Microsoft Office Suite.
- Sharp eye for detail and ability to communicate independently in structured, concise format.
- Sustained demonstration of integrity and discretion in handling confidential or sensitive information.
- Adherence to and respect for WMC Global's values, which form the bedrock of all our business dealings.

Education / Training

- Undergraduate degree in business administration, computer science, data science, information technology, or related field required.
- MS in relevant field of study or Master of Business Administration (MBA) strongly preferred.
- PMP and.or Six Sigma certification a plus.

Location & Compenstion

This position is fully remote, based in the United States, and may require up to 20% domestic or international travel. This is a full-time, exempt position. Candidates are expected to be available for meetings from 10am ET until 3pm ET, with flexibility allowing for hours beyond these required times.

This is an executive-level position with competitive base and performance compensation components. Salary offers are based on a wide range of factors including relevant skills, training, experience, education, and, where applicable, certifications obtained. Market and organizational factors are also considered.

Why Work at WMC Global?

See what employees say about what makes WMC Global a great workplace. These words are drawn from employee comments on the Trust Index™ survey.

support believe opportunity space unique
broaden flex felt fully additional business laws talented
benefit robust balance life time team medical flexible became bound
boundless broad group benefits best3 new build allowing positions
remote people ideas able culture positive
practices appreciated openinsurance freedom businesses
camaraderie backward start minute innovation believers

About Odgers Berndtson

Odgers Berndtson Executive Search is a leading global executive search firm, assisting private and public sector organizations find the highest caliber people for senior management appointments across North America and internationally.

Our reputation at the top of the executive search profession is over 50 years old. With offices in over 60 cities worldwide, our experienced executive search specialists operate with absolute discretion, integrity, and care, and are expert in finding exceptional individuals for challenging roles.

WE ARE GLOBAL

We have the support of an excellent international network of offices on the ground expanding across more than 30 countries globally.

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Kian Ringwood
Senior Associate
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999 Corporate Terrace, Suite 100
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https://www.odgersberndtson.com/en-us