Lisa Donbavand

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Professional Summary

Versatile Director of IT & Operations with 20+ years of experience driving innovation, process improvement, and scalable growth across technology, e-commerce, and service-based sectors. Adept at leading cross-functional teams, managing full-cycle IT initiatives, and enhancing operational efficiency. Proven success in reducing costs, optimizing workflows, and implementing strategic technology solutions that support business goals. Open to leadership opportunities in San Antonio or remote.

Core Competencies

Strategic IT Leadership | Infrastructure & Cybersecurity | Systems Integration
Operational Excellence | Budgeting & Cost Control | Process Optimization
E-commerce Strategy | Digital Transformation | Data-Driven Decision Making
Team Leadership | Vendor & Stakeholder Management | Agile Project Management
Email Marketing | Social Media Marketing | Educator

Technical Skills

Programming Languages: C/C++, Javascript, Perl, CGI, HTML, SQL, HTML, JavaScript, Liquid, Perl, JSON, COBOL, ColdFusion, Visual Basic, Ada, Fortran
Applications: Shopify, osCommerce, MailChimp, OmniSend, Google Ads, Facebook Ads
Platforms: Unix, Windows, Mac OS, AWS
Relevant Courses: AWS Certified AI Practitioner, Software Engineering, Software Applications, Scientific Applications, NT Administration, Oracle, Network Security

Professional Experience

PAD Properties LLC — *Director of IT & Operations*
San Antonio, TX | 2023 – Present

- Lead a team of 11 driving operational excellence across real estate development and IT projects.
- Reduced operational expenses by 30% within 6 months through procurement optimization and vendor negotiation.
- Streamlined project workflows, reducing delivery timelines by 65%.
- Enhance internal systems and project tracking capabilities through technology.
- Monitor KPIs and leverage data to inform continuous improvement initiatives.

SkinCareful — *Director of IT & Operations, Owner*
Texas | 2004 – Present

- Built and scaled a direct-to-consumer skincare business with online and marketplace sales.
- Increased revenue 35% YoY through improved digital strategy and platform management.
- Reduced inventory waste by 20% through SKU-level tracking and demand planning.
- Enhanced customer retention by 25% through UX optimization and support systems.
- Led supply chain, 3PL partnerships, and budgeting, cutting COGS by 15%.

PAD Properties LLC — *IT Consultant (Contract)*
San Antonio, TX | 2020 – 2023

- Developed internal tools and workflows that boosted team productivity by 25%.
- Integrated tools for project tracking and communication for the team.
- Set up and created a website that the company could maintain and manage.

Yoga In San Antonio — *Owner, Educator & Developer*
San Antonio, TX | Feb 2009 – Jun 2018

- Founded and managed a private educational business, facilitating classes and workshops for groups of 10 to over 250 students.
- Created a web presence and used internet marketing through social medical to grow my student base.
- Used AWS to create on-demand workshops for students outside of San Antonio.
- Created an online platform for educators to advertise their services to students in San Antonio and its surrounding areas.

Oak Hills — *Educational Program Director*
Houston, TX | 2003 - 2007
San Antonio, TX | 2007 - 2024

- Applied technology solutions to streamline administrative processes, enhance instruction, and improve overall program efficiency.
- Taught students foundational IT skills and programming languages, fostering digital literacy and problem-solving capabilities.
- Oversaw end-to-end operations, including curriculum development, staffing, scheduling, budgeting, and logistics.
- Directed multi-subject instruction across varying age groups and skill levels, demonstrating adaptability, subject matter fluency, and cross-functional communication.
- Managed daily operations, including project scheduling, procurement of supplies and technology, and vendor management.
- Developed and maintained operational budgets, executed cost-effective purchasing decisions, and ensured resource allocation aligned with organizational goals.
- Led strategic planning and implementation of educational initiatives, ensuring consistent delivery of high-quality instruction and smooth operational execution.

Phillips & Son Consulting — *Owner, Consultant & Developer*
Houston, TX | 2003 – 2005

- Improved patient intake workflow for medical clients, increasing efficiency by 65%.
- Developed digital marketing strategies increasing inquiries by 32%.
- Developed a web presence for clients based on their specific requirements.
- Set up onsite networks and computer systems for customers.

Tenagra Corporation — Director of Information Technology
Houston, TX | 2000 – 2003

- Managed 12-person IT team supporting infrastructure, cybersecurity, and client services.
- Implemented automated server recovery systems, reducing off-hours workload.
- Delivered secure, scalable hosting solutions and web presence for major clients including IBM, Harley-Davidson, and Shell.

NASA (via SAIC & Indyne Inc.) — Unix System Administrator / Developer
Houston, TX | 1998 – 2000

- Unix System Administrator for nine external web servers at NASA, United Space Alliance and Northrop Grumman.
- Responsible for the cybersecurity of these servers.
- Created a secure web server and certificate authority for NASA's tunnel server.
- Led the WebTrends analytics project to monitor web usage.
- Created web pages and programs using HTML, Javascript, Perl, CGI and SQL.

NASA (via Barrios Technology) — *Engineer / Flight Controller*
Houston, TX | 1996 – 1998

- Flight Controller in Mission Control at NASA.
- Unix Administrator for the servers in Mission Control.
- Supported computer and network systems for the Space Station and Mission Control.
- Led 8-person team designing systems displays and dashboards for Space Station support on Mission Control Servers.
- Developed Visual Basic programs reducing task time by 65% and human error by 55%.
- Awarded NASA's prestigious "Going the Extra Mile" award within 3 months of beginning employment..

Education

Stephen F. Austin State University — *Bachelor of Science in Computer Science & Human Biology*
Nacogdoches, TX