

# Christopher Gaughan

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## PROFILE

I am a technology and project management professional with expertise in leading technology initiatives and data-based continuous improvement. My experience is diverse but includes a focus on implementing good project management practices for unique teams and companies with an eye to the future. I have a passion for companies and institutions that focus on one-of-a-kind initiatives where my skills and level head can help them deliver impact.

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## EMPLOYMENT HISTORY

Jan 2026

### Business Systems Specialist II, Kommissary

NYC

Kommissary is a logistics and food production company that holds contracts with the several NYC and NYS government agencies, include NYC-DOE, NYC-HUD, and NYS Health & Human Services. In my role, I build and oversee deployment of AI automations and optimization.

- Build and deployed automated inbound customer inbound PO, inventory, and logistics for \$10M in annual revenue.
- Designed modernized database schema and deployed managed Postgres datawarehousing.
- Authored internal documentation for systems management and provided training to all levels of staff.

Jul 2025 — Jan 2026

### Operations Manager (Contract), SpaceGrid AI

Led operations for Year 1 at SpaceGrid AI, a venture-backed startup focused on AI-supported facility management. Developed and implemented core project management systems for a remote team, defined company policies, and managed developers and contractors. Responsibilities included:

- Provided Tier 1, Tier 2, and Tier 3 support for company IT resources, including procurement and imaging of hardware for a small remote team.
- Setup and Managed core business systems such as Entra SSO, Tailscale VPN, and Google Workspace.
- Directly managed SaaS licenses internally, customer user accounts, group memberships, and user documentation/training.
- Directly managed employee onboarding/offboarding
- Managed payroll, accounts receivable/payable, vendor onboarding, and software configuration.

Jan 2023 — Feb 2025

### Program Manager III, Blue Origin

Oversaw new product integration programs and IT special projects from inception to completion for manufacturing and integration of New Glenn and Lunar facilities. Executed projects across business units, ensuring data-driven ROI reporting, budget oversight, and metrics tracking for leadership. Led initiatives in space systems design, pad operations, supply chain management, IT, and workplace safety.

- Provided Tier 1, Tier 2, and Tier 3 support for hardware networking, user account management
- Managed vendor budgets exceeding \$500K annually, focusing on evaluation and tradeoff analysis.
- Deployed software and managed hardware via MDM, including InTune, Workspace One, and Jamf.
- Provided technical customer support for issues in Azure/Windows Active Directory, macOS, and Linux.
- Supported projects with data reporting via customizing and building data dashboards in Tableau.

Jan 2020 — Jan 2023

### Program Manager II, Amazon

Deployed new technology programs for 25,000 technicians across North America. Collaborated with multiple departments to innovate Learning & Development initiatives. Key responsibilities included:

- Developed VR and AR training programs, reducing costs by 58% and training times by 20%.
  - Managed VR headsets and related IT equipment for 25 sites via MDM.
  - Procured and maintained an IT equipment budget of roughly \$300K, including employee training.
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## EDUCATION

Bachelor of Computer Information Systems, Southern New Hampshire University

Masters in Space System Operations, Embry-Riddle Aeronautical University

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SKILLS	Project Management	Expert	Google Workspace	Expert
	Atlassian Jira	Expert	Microsoft 365 Administration	Expert
	Active Directory/Azure	Expert	SQL/BigQuery	Expert
	Cisco Meraki & Aruba	Expert	Automation	Expert
	MDM (InTune/VMWare)	Expert	Zapier/n8n	Expert
	IT Ticketing (ServiceNow, Atlassian)	Expert	APIs	Expert
	Networking (TCP/IP, DNS, WiFi, VPN)	Expert	Database Design & Management	Expert
	SSO (Okta, Duo)	Expert	Google Apps Scripting	Expert