

Mike Clark

Senior IT Leadership

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Executive Summary

- Senior IT Leader with over 25 years leading technology operations in environments where failure isn't an option — 24/7 production floors, global service organizations, multi-site enterprise infrastructure. I stay close to the work and the people doing it, which is why the teams I've led tend to perform.
- The track record is consistent across industries: I stood up a 29-person global IT organization at Lionbridge and cut critical incidents 80% in the first year. Designed a NIST 800-171 compliance environment at Howden, meeting compliance regulations and unlocking \$3.2M in new contract revenue. Completed a 700-mile datacenter relocation in under 24 hours, under budget. At Shutterfly, a three-person team hit 100% SLA compliance while reducing hardware spend 30% year-over-year. When Lionbridge eliminated my Global Director role in a company-wide RIF, I chose Shutterfly's hands-on rebuild over a lateral director search — I do my best work close to daily operations, and this proved it again.
- I've managed global teams across the Americas, the EU, APAC, and Australia. I've led acquisitions, divestitures, and enterprise-wide platform rollouts. The industries have changed — automotive, gaming, e-commerce, industrial equipment — but the operating discipline carries over. High-stakes environments tend to build that.
- When a company opens a new facility or relocates one, I'm usually the one running IT for it — new plants, a new warehouse, a corporate office move, a production site in Houston. Five companies, same call, same result: the technology is ready before the doors open.

Professional Experience

Senior Manager, IT Operations

Shutterfly | Oct 2025 – Current

- Lead a team of 5 supporting manufacturing technology operations across a 200K+ sq. ft. digital print facility running 24/7. Serve as the on-site extension of Development, Infrastructure, and Security teams, ensuring enterprise initiatives land without disrupting production.
- Implemented daily visibility and accountability check-ins, achieving 100% SLA compliance across TTFC and TTR metrics and reducing critical incidents by 80%.
- Partnered with sister sites to coordinate asset management and procurement strategies, reducing hardware spend by 30% year-over-year while maintaining secure stock levels and uninterrupted production.
- Delivered 100% on-time completion across 12 initiatives in the first two quarters of 2026 — 2 infrastructure upgrades, 3 production floor moves, 6 systems upgrades, and an IoT sensor deployment to gather environmental data across the facility, enabling proactive maintenance decisions and reducing unplanned downtime risk.

Director Global IT Services

Lionbridge Games | Jul 2023 – Apr 2025 | Remote | Position eliminated, global RIF

Lionbridge Games delivers comprehensive QA—including localization, functionality, and player experience testing—across PC and console platforms using global labs and a vast tester network. Its strong global market presence stems from deep partnerships with major industry players.

- Promoted to Global Director and tasked with creating a new IT support organization for the Games business unit to provide 24/7 coverage.
- Led 3 regional managers and 29 staff across Europe, APAC, Australia, and the Americas, overseeing infrastructure, L1/L2 support, customer project management, implementations, and global asset management.
- Boosted Zendesk utilization by 100% and cut walk-ups 90% by streamlining ticket workflows with the Zendesk design team, improving knowledge base quality as well as Confluence documentation.
- Deployed Windows Hello across 1,800 endpoints in three weeks to meet an expedited security requirement from a major client — automated the rollout via InTune, EntraID, and PowerBI at a pace that would normally take months.
- Developed and implemented new Disaster Recovery metrics and RACI's, and instituted regular scheduled backup power systems testing across all 8 sites with generator capacity.
- Renegotiated EZOffice support contract by 50%, saving \$10K/year, while hitting all cost-reduction targets.
- Built and ran monthly outage simulation tests across all IT support domains globally, pressure-testing escalation and response processes before a real incident required them.
- Managed the technical build-out for a new Lionbridge Games facility in Mexico — network, infrastructure, and systems live and ready for day-one operations.

Regional IT Manager Americas

Lionbridge | Aug 2022 – Jul 2023 | Remote

- Managed a team of 9 direct reports supporting all L2 end user and hands-on networking support requirements at 12 facilities in North and South America
- Boosted user satisfaction scores by 30% via improved end-user satisfaction surveys, better communication guidelines for tickets and consistent feedback loops during changes.
- Standardized global ITAM across 25,000+ endpoints using AssetExplorer — improving audit readiness, reducing hardware loss, and cutting security incident response times.
- Managed the technical relocation of Lionbridge's corporate office to a new location, coordinating network cutover, infrastructure moves, and systems continuity with zero disruption to the business.

Regional IT Manager

Plasman | Nov 2021 – Aug 2022 | On-Site

Plasman is a leading global manufacturer of automotive components, specializing in plastics molding, painting, and assembly, with annual revenue exceeding \$950 million and over 2,000 direct staff. The company supplies engineered parts to major automotive OEMs through a network of facilities worldwide.

- Managed a team of 8 direct reports responsible all production systems including over 800 production machines and 700 users across 3 facilities in the southeast.
- Decreased cycle time by an average of 6% by creating value-stream-maps and process flow diagrams for 14 production lines, clearly identifying gaps and opportunities for improvement. Overall cost reduction of 1.3%.

- Prepared an analysis recommending MES replacement that projected 28% savings on current support costs — accepted by leadership and advanced to vendor evaluation.
- Managed the IT implementation for a new Plasman manufacturing facility, standing up network, systems, and production technology from the ground up.

IT Manager

Yanfeng | Apr 2019 – Nov 2021 | On-Site

Yanfeng is a top global automotive supplier specializing in interiors, seating, cockpit electronics, and safety systems. Its Automotive Interiors Systems division generates about \$464.8 million in revenue. Operating over 240 locations worldwide with around 68,000 employees, they serve global automakers across China, North America, EU and APAC.

- Managed a team of 7 direct reports consisting of 4 IT technicians, 1 application specialist, 1 MES specialist and a cabling technician, handling all IT support for 36 production lines and 450 end users in 24/6 operations.
- Modernized outdated systems by upgrading to all-fiber core network, adding redundant servers in a backup site, replacing UPS batteries, and installing production monitoring cameras—cutting downtime by 30% while improving redundancy and TISAX audit results.
- Replaced an outdated MES system — built a weighted vendor spec, ran a competitive committee review, and selected a replacement that delivered an 18-month ROI and \$350K in annual savings while improving production traceability
- Managed technology implementation for a new Yanfeng warehouse facility, from network infrastructure through systems go-live.

Regional Service Delivery Manager Americas

Howden Global Information Services | May 2015 – Apr 2019 | Remote

Howden, based in Glasgow, Scotland, is a global leader in mission-critical air and gas handling equipment. It manufactures engineered fans, compressors, heat exchangers, and steam turbines for industries like power, oil & gas, and mining. With over 5,300 staff including 650+ engineers, They operate 22 manufacturing sites in 12 countries.

- With a team of 7 direct reports, oversaw all IT services across 15 North American locations, including Mexico and Canada, ensuring consistent service delivery, operational alignment, and support for diverse business needs across the region.
- Led IT for 3 acquisitions and 1 divestiture during a 4-year period, handling due diligence, system integration, and post-merger stabilization across all four transactions to ensure smooth transitions and minimal business disruption.
- Reduced end-user tickets by 65% during upgrades by producing custom end-user training media tailored to business-specific processes and systems.
- Completed a 700-mile datacenter relocation in under 24 hours, coming in \$9,000 under a \$25,000 budget. The margin for error was zero — a missed window meant days of business disruption. It didn't miss.
- Designed a NIST 800-171 compliant environment via VMware Horizon for ITAR/CUI data segregation — directly unlocking \$3.2M in new contract revenue by qualifying the business for a broader set of government and defense adjacent contracts.
- Managed the IT project for a new Howden production facility in Houston, TX, delivering infrastructure and systems ahead of go-live.

Technology & Tools

- ITSM / Asset Management: Zendesk, AssetExplorer, EZOffice
- Endpoint & Systems Management: Windows 10/11, MDM, InTune, AutoPilot
- Disaster Recovery: BCP / RTO / RPO Planning, UPS/Generator Systems, RACI
- Security & Compliance: Windows Hello, NIST 800-171, ITAR, CUI, TISAX
- Project Tools & Collaboration: Confluence, MS Teams, JIRA