# Graham Whitlock Chief Technology Officer

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## PROFILE SUMMARY

- **Chief Technology Officer** with **17 years** in **B2B SaaS**, leading the 260-person engineering, data and IT organization at a Series E sales software company and reporting to the CEO since 2022.
- Still technical enough to run architecture reviews on **AWS**, Kubernetes, Elasticsearch and Snowflake, and to put the company's AI features on **Amazon Bedrock** with evaluation gates before every release.
- Strongest in **technology strategy**, **board reporting** and **org scaling**, with a written strategy the board reviews twice a year and a bench of 4 VPs.
- Works week to week with the CEO, CFO, CPO and CRO, joins executive briefings for the top 25 accounts and owns the technology answers in every audit and investor review.
- Has grown 3 directors into VP roles, chairs a monthly architecture council and wrote the engineering principles every new hire reads in week one.

## TECHNICAL SKILLS

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|---|---|
| **Strategy & Governance:** | Technology Strategy, Board Reporting, OKRs, Build vs Buy Analysis, AI Strategy, Architecture Council |
| **Finance & FinOps:** | Technology P&L, Capex vs Opex Planning, AWS Enterprise Agreement, FinOps, Vendor Consolidation |
| **People & Talent Systems:** | Org Design, Team Topologies, Executive Hiring, Succession Planning, Greenhouse, Workday |
| **Security & Compliance Frameworks:** | SOC 2 Type II, ISO 27001, ISO/IEC 42001, GDPR, EU AI Act |
| **Cloud & Infrastructure:** | AWS, Kubernetes, Terraform, Elasticsearch, Datadog |
| **Data & AI Platforms:** | Snowflake, Amazon Bedrock, Anthropic API, LLM Evaluation, Apache Kafka |
| **Engineering Delivery:** | DORA Metrics, GitHub, GitHub Copilot, Linear, Backstage |

## EDUCATION

**University of Washington** — **B.S. in Computer Science** — Seattle, WA · Sep 2005 to Jun 2009

## WORK EXPERIENCE

### Series E Sales Software Company — Chief Technology Officer — Seattle, WA · Apr 2022 to Present

- Wrote the 3-year technology strategy the board approved in 2023, built around an AI assistant for sales reps, and grew the share of customers using AI features to **62%** by mid-2026.
- Present the technology section at every board meeting and an AI risk review to the audit committee twice a year, closing all **11** board follow-ups inside the same quarter.
- Reorganized 260 engineers from functional teams into 5 product lines and a platform group, hiring 2 VPs and holding regretted attrition at **7%** through the change.
- Own the **$71M** technology budget and moved 31 tools onto 12 contracts with the CFO, saving **$4.2M** a year that now pays for AI compute.
- Set up a monthly launch review with the CPO and CRO, cutting enterprise feature requests that waited more than a quarter from 140 to **35**.

### Avalara — Software Engineer to VP of Engineering, AvaTax — Seattle, WA · Jul 2009 to Mar 2022

- Moved AvaTax tax calculation services from a data center to AWS as VP of Engineering, keeping API response times under **120 ms** through the year-end filing peak.
- Ran the engineering side of the SOC 1 and SOC 2 Type II audits for AvaTax, cutting audit exceptions from 23 to **4** in 2 years.
- Ran technical diligence on **6** acquisitions with corporate development and moved each company's tax rules into one content platform within 9 months of closing.