BOBB “ALLEN” SWOPE

HEAD OF TECHNOLOGY | SR. DIRECTOR / VP / CTO / CIO FUNCTIONS

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Technology executive and Head of Technology for a CRM SaaS company, performing senior director, VP, CTO, and CIO-level functions. Lead database, DevOps, and operations teams; own technology strategy, product direction, enterprise architecture, IT spending, and vendor management; and support budget and P&L planning. Built and mentored engineering teams while personally architecting mission-critical platforms. Delivered 99.9% uptime, 90% lower annual virtualization operating costs, SOC 2 Type I attestation, and full customer service restoration within 48 hours after a ransomware attack.

CORE COMPETENCIES

Leadership: Technology Leadership & Team Development • Technology Strategy & Roadmaps • Product Leadership • DevOps & SDLC Leadership • Vendor Management & Cost Optimization • Budget & P&L Support • Enterprise Stakeholder Collaboration
Architecture & Platform: Enterprise Systems Architecture • SaaS Platform Architecture • Applied AI & Agentic AI Integration • Systems Integration • SSO/SCIM & Cloud API Integration (Google, Microsoft)
Security & Risk: Cybersecurity Architecture (IPS/EDR, SIEM) • Security Governance & SOC 2 Type I • IT Risk Management & Compliance • Disaster Recovery & Business Continuity
Infrastructure: Data Center Architecture • High-Availability & Resilient Systems • Virtualization (VMware, Proxmox VE) • Network Architecture (LAN/WAN, VPN, Firewalls) • SQL Server High Availability & Performance Optimization
Operations: Infrastructure Modernization • Process Automation • Backup & Recovery • Infrastructure Monitoring & Automation • Active Directory & Access Management

PROFESSIONAL EXPERIENCE

Clear C2, Inc. | Coppell, TX
Head of Technology | Feb 2002 – Present
Privately held CRM SaaS provider. Report directly to the owner; lead database, DevOps, and operations teams; own technology strategy, architecture, product direction, IT spend, vendors, and infrastructure.

- Built the DevOps and operations teams and mentored many engineers into promoted managers who now own their areas.
- Continues to steer the C2CRM product, making product decisions and triaging change requests from Sales and Customer Support; C2CRM received CUSTOMER Magazine Product of the Year recognition in 2019 and 2024.
- Owned C2CRM's SDLC and DevOps functions, establishing GitHub-based change management and a tailored Agile development process.
- Co-lead development of an applied AI platform integrating CRM, ERP, and SQL data for agentic AI capabilities and enterprise workflow automation.
- Integrate the CRM platform with cloud identity providers and APIs, including Google and Microsoft, for SSO and SCIM user provisioning.
- Architected and built a highly available private data center from the ground up, partnering with ownership and construction teams to design redundant power, cooling, network connectivity, and capacity planning, sustaining 99.9% uptime on the platform that generates the company's revenue.
- Designed enterprise network and security architecture, incorporating redundant firewalls, intrusion prevention, VPN connectivity, isolated DMZ networks, security monitoring, and SIEM capabilities to strengthen resilience and threat detection.
- Migrated 90+ VMware virtual machines to Proxmox VE in 15 days using existing hardware, with no customer outages or satisfaction issues and a 90% reduction in annual virtualization operating expenses.
- Directed recovery from a ransomware attack affecting 90+ virtual machines, restoring services for all customers within 48 hours; coordinated forensic findings with the Department of Homeland Security in support of a federal prosecution.
- Established enterprise security architecture policies and controls, including least-privilege access, encryption in transit and at rest, disaster recovery procedures, and secure deployment practices.
- Led successful SOC 2 Type I third-party attestation, evaluating existing security controls, developing and updating policies and procedures, and coordinating requirements with executive leadership.
- Led and passed security assessments, vendor-risk reviews, RFQs, and customer audits for enterprise accounts, including Fortune 100 customers, supporting new and renewing business.
- Co-invented, architected, and continues to maintain a national operations platform serving 5,000+ users at a Fortune 100 wireless carrier, directing the software development lifecycle (SDLC) from systems design through delivery.
- Designed a high-availability SQL Server cluster and optimized database indexing, enabling up to 500% faster execution of critical SQL Server queries.
- Designed and commercialized an SSL/TLS automation solution, independently developing the product to address an internal requirement and bringing it to market.

C2 Product Development Manager | Feb 2000 – Feb 2002

- Led cross-functional software development and engineering teams, overseeing CRM product development, technical delivery, and release management while assuming increasing responsibility for technology planning and engineering operations.
- Directed CRM application development and product release activities, coordinating technical priorities, development resources, and delivery requirements to support continued platform evolution.

EDUCATION

Bachelor of Business Studies (B.B.S.), Management Information Systems | Dallas Baptist University

CERTIFICATIONS

Principal Certified Lotus Professional (PCLP), IBM/Lotus | Releases 4, 5, and 6 (1997–2003)