

# AARON JORGENSEN

Executive Leader | Strategic Vision | Operational Excellence | Team Development

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## Summary

Forward-thinking technology leader with 15+ years of experience transforming global fintech and SaaS infrastructures—elevating availability from 96% to 99.99%, safeguarding billions in revenue, and driving enterprise client retention through measurable reliability gains. Hand-picked by C-level executives to lead post-acquisition integrations, dismantle silos, and align engineering with business strategy—directly influencing multimillion-dollar technology investments.

Proven in leading large-scale technology transformations that enhance resilience, accelerate intelligent automation, and harness predictive AI to stay ahead of disruption. Recognized for cultivating motivated, high-trust teams that thrive on clarity, empowerment, and shared purpose—translating complex technical challenges into lasting business outcomes through innovation, empathy, and human-centered leadership.

## Experience



**Corpay**

**Global Site Reliability Manager**

Vancouver, Canada

05/2025 - 11/2025

Personally selected by CorPay's Global CTO during the PayByPhone acquisition to lead the transformation of reliability across all CorPay lines of business, bringing the same standard of operational excellence and innovation that defined PayByPhone's success.



**PayByPhone**

**Site Reliability Manager**

Vancouver, Canada

06/2022 - 05/2025

Elevated platform from 96-98% to 99.99% reliability, preventing revenue losses and driving contract renewals:

- Transformed platform reliability from 96-98% to 99.99%, preventing multimillion-dollar revenue losses and securing key client contract renewals through demonstrated performance gains.
- Institutionalized reliability culture across 100+ engineers via SRE trainings, blameless postmortems, and AI-powered preventive systems, reducing alert fatigue and accelerating incident responses by 40%.
- Optimized observability tooling budgets, achieving cost savings while developing formal incident frameworks that cut mean time to resolution (MTTR) by 50%.
- Championed global on-call systems for consistency and accountability, ensuring seamless infrastructure during Corpay acquisition without disruptions.
- Drove companywide AI initiatives, integrating predictive analytics to optimize capacity and operations, directly supporting strategic growth.



**SkipTheDishes**

**Sr. Service Reliability Manager**

07/2020 - 06/2022

Oversaw Reliability for all of Canada

- Oversaw nationwide reliability for Canada's operations, fostering continuous learning and improvements across development teams, resulting in enhanced incident response and management.
- Maintained communication and reporting to executive stakeholders



**Newton**

**Owner**

Vancouver, Canada

06/2020 - 12/2020

AI video upscaling Software as a Service (SAAS)

- Developed a complete SaaS solution using propriety upscaling algorithm to achieve 4x upscaling capabilities without loss to quality.



**OnSyte**

**Lead Developer**

Vancouver, Canada

09/2019 - 07/2020

- Collaborated with cross-functional teams on Product Development from planning, requirement gathering, development, testing, deployment, and performance measurement.
- Programmed and instituted Unit-testing into the code base using PYtest framework.
- Lead development of cloud-based project management application using Python, Docker, HTML/CSS, Django.

## Experience

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|  | <b>Sosken Construction Ltd</b><br>Chief Executive Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Vancouver, Canada<br>10/2018 - 01/2020 |
|                                                                                   | <ul style="list-style-type: none"><li>Managed project resources including subcontractors, suppliers and company labour.</li><li>Administered cost estimates, procured equipment and tracked construction progress to adequately complete large-scale projects.</li><li>Instituted and executed pre-construction milestones on project schedule.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                        |
|  | <b>CloudNcode Inc.</b><br>Chief Technology Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Vancouver, Canada<br>11/2013 - 10/2018 |
|                                                                                   | <ul style="list-style-type: none"><li>Redesigned local resource distribution methods resulting in an increase in video encoding efficiency by 20%.</li><li>Facilitated continuous interaction between users, development and QA teams throughout the SDLC, resulting in a 95% testing success rate.</li><li>Wrote technical data for the Canadian Research and Development Board (SR&amp;ED), reclaiming 60% of development expenses.</li><li>Established a cross-functional team and collaborated with business development, data analysis, operations and marketing teams.</li><li>Designed and tested the application and proposed both business and technology solutions to improve process efficiency.</li><li>Collaborated with developers and management team to assess project outcomes and prioritize future app features.</li></ul> |                                        |
|  | <b>Sigala Media Corporation</b><br>Chief Technology Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 07/2011 - 10/2018                      |
|                                                                                   | <ul style="list-style-type: none"><li>Lead development and engineering of a locally distributed video compression software.</li><li>Engineered the distribution of data across a local network resulting in decreasing load of each server node by 40%.</li><li>Earned a deep understanding of the business objectives of internal and external stakeholders; evangelized the product vision and built trust by maintaining an accurate and achievable roadmap.</li><li>Developed proprietary video compression algorithm that achieved a 60% reduction in file size while maintaining visual quality.</li></ul>                                                                                                                                                                                                                              |                                        |
|  | <b>IPL Media Group</b><br>Research And Development Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 03/2006 - 07/2011                      |
|                                                                                   | <ul style="list-style-type: none"><li>Assigned, coordinated and reviewed technical projects, ensuring that the direction aligned with the values of stakeholders.</li><li>Collected information through interview, investigation and observation used to apply for the scientific research and development grant.</li><li>Performed research and testing on compression variables for h.264 implementation. Improved encoding quality and efficiency by 60%.</li></ul>                                                                                                                                                                                                                                                                                                                                                                        |                                        |

## Education

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|-------------------------------------------------------|-------------------|
| Trinity Western University<br>Master of Arts (M.A.)   | 01/2005 - 12/2007 |
| Treehouse<br>Python Tech degree, Software Development | 2020              |
| PLBC<br>Bachelor of Arts (B.A.)                       | 01/2001 - 12/2004 |
| Holsby Brunn - Sweden<br>Associate of Arts (A.A.)     | 01/1998 - 12/1999 |

## Certification

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|--------------------------------------------------------------------------------------|
| Incident Responder Certification — PagerDuty                                         |
| Managing Projects — LinkedIn                                                         |
| AWS: Disaster Recovery — LinkedIn                                                    |
| AWS: Well Architected Framework — Which institution issued the certificate and when? |
| Graphite and Grafana: Visualizing Application Performance — LinkedIn                 |

## Certification

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Python Development — Treehouse

Adaptive Project Leadership — LinkedIn

Python Automation and Testing — LinkedIn

Python and Django Full Stack Web Developer Bootcamp — Udemy

## Training / Courses

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Algorithms

Systematic Program Design

## Skills

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Signal Processing · Data Analytics · Automation · Large Language Models · Machine Learning · Generative AI · Project Management · R&D · Leadership · Management · Cloud Computing · Software Development · Product Management · Business Development