

Kylee McCarthy, MS

Director of Technology Operations · Technology Executive · Builder

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· Saratoga Springs, UT

EXECUTIVE SUMMARY

Leads a 20+ person IS department and writes production code. Builds governance frameworks and ships software. Over 11 years at National Benefit Services — rising from call center Benefits Specialist to Director of Technology Operations — grew a technology function from informal and underdelivering to completing 200+ projects in a single fiscal year, with a smaller team each year. In 4 months, while running the department, personally designed and shipped 6 production applications using AI-assisted development. Not side projects — live tools that retained clients, eliminated vendor costs, and replaced systems the team had been working around for years.

An undergraduate background in marketing management informs a business-first approach to technology — user experience, stakeholder communication, and outcomes that non-technical leaders can measure and trust. The pattern is consistent across every role: see a vendor cost, an inefficient process, or a capability gap, and build the solution.

CORE COMPETENCIES

- Technology Operations Leadership
- Organizational Transformation
- Enterprise Architecture
- Strategic Planning & Roadmapping
- Governance & SOPs
- Agile / SDLC Management
- AI-Assisted Software Development
- Full-Stack Product Delivery
- Team Development & Mentorship
- Vendor & Cost Optimization
- Stakeholder Communication
- Marketing-Informed UX Strategy

PROFESSIONAL EXPERIENCE

Director of Technology Operations

National Benefit Services, LLC

Nov 2022 – Present

Remote · Saratoga Springs, UT

- ▶ Built the governance, delivery infrastructure, and team culture for a 20+ person IS department — growing project completions from ~40/year to 130 (2024), 200 (2025), and 50/quarter (2026) with a smaller team each year. Enterprise project delivery grew from 1 (2023) to 7 completed with 3 in active SDLC as of May 2026.
- ▶ Designed and shipped 6 production applications in 4 months using AI-assisted development — while leading the department's full adoption of AI tooling, running performance reviews, developing supervisors, and overseeing all operations. Established coding standards and delivery practices that increased output without adding headcount.
- ▶ Eliminated \$1,600+/year in accessiBe licensing by building Aura, a proprietary accessibility widget now deployed across 10+ sites at zero marginal cost. Replaced AhaSlides with Ruckus, a custom engagement platform with Microsoft SSO that resolved access management issues and drove measurably higher adoption.
- ▶ Serves as the organization's lead UX/UI designer — executed a full company design system overhaul covering light/dark color system, typography, component library with animations, user persona experiences, and product themes. UI/UX framework now adopted across all IS development projects.
- ▶ Achieved historically low IS help desk ticket volumes alongside the department's highest-ever satisfaction ratings, while developing newly promoted supervisors and building a team culture where high performance is expected and sustainable.

AI-ACCELERATED PRODUCT PORTFOLIO 6 Production Applications · 4 Months · Led Concurrently with 20+ Person Department | 3 Personal Projects

403HQ	Built in 6 weeks to retain a high-value client at risk. Features 5 role personas, MFA, user content management, and modern UX. Reusable codebase extended to additional clients.	Client Portal (v2)	Second portal built on the 403HQ codebase, proactively offered to modernize an existing client's experience. In client-side testing ahead of launch.
NBS Marketing Website	Full replacement of the company's external marketing site with enhanced UX and business-user content management.	Ruckus	Replaced AhaSlides (~\$100/yr) with a custom engagement platform featuring Microsoft SSO, richer social features, and measurably higher adoption.
Aura Accessibility Widget	Replaced accessiBe (\$1,600/yr across 2 sites) with a proprietary widget now deployed across 10+ sites at zero marginal cost per deployment.	Tech Hub (Internal Platform)	Custom IS command center: project/ticket aggregation, asset management, sprint coordination, PR automation, PTO calendar, roadmap, code-standards review, and leadership dashboards.
Ember Tattoo Studio (Personal)	Speculative redesign built on personal time to pitch a friend's business on modernizing their web presence.	Budgeting App (Personal)	Built for personal use — the same instinct that drives product decisions at work.
Homeschool Platform (Personal)	Custom platform with gamified progress tracking for homeschool curriculum planning. Full product thinking applied to a personal problem.		

Information Systems Analyst Lead

National Benefit Services, LLC

Nov 2019 – Nov 2022

Remote

- ▶ Led a team of IS analysts across project pipelines and quality standards, bridging operations and senior leadership. Built early documentation and governance frameworks that became the foundation for the Director-level buildout.
- ▶ Identified technology improvement opportunities across business units and translated operational pain points into structured project proposals.

Information Systems Analyst

National Benefit Services, LLC

Jul 2017 – Nov 2019

West Jordan, UT · Hybrid/Remote

- ▶ Joined as an individual contributor and earned a project lead role within a year — owning the full development lifecycle on C# MVC web applications spanning data processing, client tracking, and accounting. Replaced manual spreadsheet workflows with T-SQL stored procedures, improving data integrity and eliminating recurring manual processes.
- ▶ Served as the translation layer between business stakeholders and the development team — running requirements sessions and converting operational needs into software specifications.

Assistant Account Manager

National Benefit Services, LLC

May 2016 – Jul 2017

West Jordan, UT

- ▶ Taught herself VB, JavaScript, and REST APIs to automate manual workflows and eliminate business process flows — with no training or mandate. The work made the role redundant. Leadership moved her into Information Systems.

Benefits Specialist

National Benefit Services, LLC

Mar 2015 – May 2016

West Jordan, UT

- ▶ Managed benefits administration for a portfolio of employer clients, building deep domain expertise in the benefits and HR-tech space that continues to inform technology decision-making.

EDUCATION

M.S. Technology Management

Western Governors University

2022

B.S. Marketing Management

Western Governors University

2020

TECHNICAL SKILLS

Languages & Frameworks	JavaScript / TypeScript, Python, C#, HTML/CSS, React, Next.js, Node.js, .NET
Cloud & Infrastructure	Microsoft Azure (App Services, Functions, Entra ID), CI/CD pipelines, GitHub
AI & Development Tools	Cursor, Claude Code, custom LLMs, CLI-driven development via WSL in VSCode, AI strategy implementation
Data & Integrations	REST APIs, SQL, Power BI, Microsoft 365, SSO / OAuth / MFA
Design & UX	Figma, Excalidraw, Adobe Creative Suite; custom UI/UX via Claude Code and proprietary design portal (built in-house); design systems, component libraries, light/dark theming, user persona frameworks
PM & Operations	ADO, Agile/Scrum, Basecamp / Shape Up, SDLC governance, SOP development, vendor management