

BERNIE SALVAGGIO

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ENTERPRISE TECHNOLOGY LEADER | GLOBAL OPS, CYBERSECURITY, M&A, TRANSFORMATION

Enterprise technology leader experienced in building and modernizing global technology organizations across infrastructure and cloud engineering, cybersecurity, digital workplace, and enterprise systems. Combines technology strategy, organizational leadership, and hands-on understanding of complex environments to drive transformation, improve resilience and employee experience, scale operations, and integrate acquisitions. Brings a pragmatic approach to emerging technologies, including AI, turning experimentation into scalable business capabilities.

PROFESSIONAL EXPERIENCE

PAR Technology Corporation (NYSE:PAR), New Hartford, NY, 2017 – Present

Global hospitality tech company providing SaaS and hardware solutions for point of sale, loyalty, payments, and back-office management

Vice President, Information Technology, 2024 – Present

- Lead global enterprise IT for a publicly traded SaaS and technology company, overseeing cybersecurity, cloud operations, digital workplace, service delivery and enterprise technology platforms supporting approximately 2,000 employees
- Manage a \$20M global technology portfolio, balancing transformation investments, operational resilience and cost discipline across software, cloud, infrastructure and managed services
- Established PAR's internal AI strategy and governance model, enabling company-wide adoption of GenAI and agentic automation while partnering with Legal and GRC to support safe experimentation and prioritize high-value initiatives
- Matured enterprise security capabilities across corporate IT and GRC, using CIS-based risk assessment to prioritize investments in SOC ops, incident response, vulnerability management, IAM, and endpoint security
- Developed leaders across the organization through PAR's Leadership Academy, coaching current and emerging managers on trust, empowerment, inclusion and innovation

Sr. Director, Information Technology, 2022 – 2024

- Partnered with Sales leaders to unify multiple Sales orgs into a new Salesforce CRM implementation, improving pipeline visibility, forecasting accuracy, and quote consistency
- Modernized Contracts and Field Service management by migrating those functions to Microsoft Dynamics 365, improving billing accuracy and external customer support
- Established a layered feedback program with ticket-based CSAT and quarterly user pulse surveys to highlight pain points and drive service delivery improvements aligned to business goals
- Negotiated a large Microsoft renewal and additional software contracts saving \$3M+ annually, and reduced op ex by \$250k by consolidating telephony and meetings services onto Microsoft Teams
- Built and executed an IT M&A playbook for two acquisitions (500+ users), migrating from Google Workspace and Okta to Microsoft 365, while ensuring business continuity and rapid value capture

Director, Information Technology, 2018 – 2022

- Built and mentored a high-performing IT team, hiring managers and engineers, designing career growth paths, delivering leadership training, and scaling organizational structure for dynamic enterprise demands
- Implemented a product-based delivery model for enterprise business systems, aligning IT roadmaps to strategic goals and adopting Agile Scrum practices
- Expanded enterprise apps capacity by launching an offshore development model for D365 ERP/CRM

- Established a cybersecurity practice to manage the confidentiality and integrity of information systems, including risk and compliance frameworks (PCI DSS, SOX, SOC 2)
- Executed enterprise-wide migration to modern UCaaS/CCaaS platforms, unifying telephony and collaboration, enhancing resiliency of external customer support, and enabling a global WFH model
- Modernized system provisioning with Microsoft Intune, cutting deployment times and costs
- Led ITSM modernization, implementing ITIL best practices, SLA/KPI frameworks, and automation to elevate service delivery and operational efficiency

Manager, Information Technology, 2017 – 2018

- Restructured the IT team to improve service management and business alignment, increasing IT CSAT 45%
- Directed cloud migrations from on-prem to Azure, implementing standardized reference architecture, improving resiliency, scalability, and cost efficiency

Becker College, Worcester, MA, 2015 – 2016**Accelerated Learning Adjunct Faculty Professor**, 4 semesters online, multiple sections

- Taught courses on *Information Systems in Organizations* and *Technology in Society*, focusing on IT project management, security, ERP, and the societal impact of technology

Northern Safety Company, Inc. (acquired by Würth Group in 2015), Frankfort, NY, 2006 – 2017

Omnichannel distributor and service provider with regional warehouses across the US

Systems Admin | Team Leader | Technical Services Manager | Sr. Technical Services Manager

Progressive leadership roles culminating in managing enterprise IT for 500+ employees across 20+ sites

- Led multi-functional IT teams (apps, infrastructure, security, SAP Basis, service desk) to scale operations and support growth
- Designed and implemented resilient infrastructure and cloud solutions, reducing cap ex and business risk
- Developed a repeatable 6–8-week M&A IT integration process, completing 5 acquisitions and 13 locations
- Increased Admin team throughput by 20% via Scrum/Kanban workflows
- Founded Technical Services team, built VMware data center for M&A and SAP growth, and architected high-availability eCommerce infrastructure

Additional Professional Experience

- Owner/Solutions Architect, Ambit Digital Security, Utica, NY, 2006 – 2012
- Full Stack Web Developer, Media Website Design, Inc., Cheltenham, PA, 2004 – 2006

EDUCATION

Champlain College, Burlington, VT

- MBA – Master of Business Administration
- Graduate Certificate – Managing Innovation and Information Technology

Westwood College, Denver, CO

- BS – Computer Network Management