

# Jake Adler

## Chief Technology Officer & Enterprise Technology Leader

 (312) 445 - 0813  JacobDAdler@gmail.com  jadler.info

### SUMMARY

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Chief Technology Officer with 15+ years of experience transforming enterprise technology and leading digital transformation. Proven track record of reducing costs while expanding capability through strategic platform consolidation. Expert in the Salesforce ecosystem, cloud architecture, technology governance, and enterprise AI strategy. Partner to boards and executive teams, and builder of high-performing technology organizations that deliver measurable business value.

### EXPERIENCE

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**Chief Technology Officer** Chicago, IL  
American Society for Surgery of the Hand 2017 - Present

Lead enterprise technology strategy and operations for the American Society for Surgery of the Hand (5,700+ members worldwide), reporting to the CEO and partnering with the Board. Own the technology budget, a team of six, and all enterprise systems, infrastructure, and software delivery.

#### Key Achievements:

- Reduced technology overhead 40% by consolidating and interconnecting AMS, CMS, LMS, Marketing, Financials, and websites into a unified, Salesforce centered ecosystem
- Migrated entire technology infrastructure to 100% cloud-based architecture enabling remote workforce and taking advantage of scalable enterprise providers
- Leading the organization's enterprise AI program: architected an organization-wide staff AI assistant platform and AI agent workflows — email triage, meeting-prep briefs, weekly digests — integrated with Microsoft 365 and Salesforce, building on 100+ automations in production
- Created the world's premier upper extremity surgical education platform, Handthology™, serving 13,000+ active users worldwide, featuring curated expert chapters, surgical videos, podcast episodes, medical journal connection, medical coding information, and patient resources
- Built a comprehensive tool that supports upper extremity surgeons in everyday coding and billing, used by 1,500+ surgeons nationwide, featuring a comprehensive code

### TECHNICAL SKILLS

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#### Leadership

Team Building	Technology Strategy
Budget Management	Vendor Management
Change Management	Mentoring

#### Cloud Infrastructure

AWS	Cloud Migration
Office 365	Infrastructure Design
Headless CMS	APIs

#### Enterprise

AMS/CMS Platforms	API Development
System Integration	Cloud Architecture
Database Management	Salesforce

#### AI & Advanced

AI Strategy	LLM Agents
Workflow Automation	SSO/Identity
Build vs Buy Assessment	Custom Solution Development

list, advanced favoriting, search, code combo building, and code comparison

- Own enterprise security posture and technology governance: identity and SSO consolidation, cloud security architecture, vendor risk management, and data-handling standards for member and medical-education systems
- Partnered with the Board, executive leadership, and cross-departmental teams to craft and implement a technology roadmap that directly advanced the organization's strategic objectives
- Built fellowship application management system serving 70+ hand fellowship programs — every program in the United States

Director of Technology Chicago, IL  
American Society for Surgery of the Hand 2015 - 2017

Directed technology operations and led strategic initiatives.

- Promoted to Chief Technology Officer after two years of highly successful projects and operations
- Led a full AMS replacement from concept to completion from a Microsoft Dynamics-based system to a Salesforce-based system
- Managed capital and operating budgets for all information technology services and continuously strived to keep costs manageable

## ADDITIONAL EXPERIENCE

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Senior Initiatives Manager Chicago, IL  
BMO Harris Bank 2014 - 2015

Senior Implementation Project Manager Chicago, IL  
Aasonn 2013 - 2014

Senior Project Manager Chicago, IL  
GPSshopper (now Synchrony Financial) 2012 - 2013

Implementation Project Manager/Technical Consultant Chicago, IL  
SumTotal Systems (formerly Accero Inc.) 2010 - 2011

Programmer/Analyst Downers Grove, IL  
RR Donnelley 2008 - 2010

Help Desk Technician/Web Developer Iowa City, IA  
University of Iowa 2004 - 2007

## STRENGTHS

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### Calm Under Pressure

I remain composed and solutions-focused in high-stress environments, quickly assessing complex challenges and leading decisive, coordinated action to resolution.



### Technical Agility

I am highly technical and deeply curious; rapidly learn, adapt, and implement emerging technologies to drive innovation and operational excellence.



### Collaborative Leadership

I lead from the front while fostering collaboration across cross-functional teams, ensuring alignment, accountability, and exceptional outcomes.



### Trust & Integrity

I empower teams and build confidence through transparency, accountability, and ethical leadership in every project and partnership.



### Strategic Vision & Execution

I translate complex organizational objectives into actionable technology strategies, balancing innovation with practicality to deliver measurable results.

## EDUCATION

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Computer Science, University of Iowa (2004–2007)