

# Keith R. Sacenti

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## Strengths

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- ◆ Quantitative Analysis, Big Data
- ◆ Competitive Analysis
- ◆ Process Analysis & Design
- ◆ Technical Control Analysis
- ◆ Secure Cloud Architecture
- ◆ Technical Documentation

## Experience

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### OutSystems

**Boston, MA**

*Lead Product Manager, Cloud Security & Compliance*

June 2023 - Present

As the world's leading low-code application development platform, OutSystems lets you ship modern, secure applications faster. I own the definition and market development of our next gen platform's (ODC) security, including innovation, monetization, and global governmental offerings.

- Attain and maintain global compliance controls to expand OutSystems global governmental growth including global (US FedRAMP; UK Cyber Essentials, Spain ENS, etc) and industrial (HIPAA, PCI, TISAX, etc) frameworks
- Launch ODC's premium security offering, "Sentry", realizing a 26% ARR increase over projections
- Develop strategic partnerships to expand monetization with emerging technology, including DAST implementation, malware scanning and intrusion detection
- Define data privacy and availability standards for the ODC platform and customer applications

### Acquia

**Boston, MA**

*Senior Product Manager, Security & Compliance*

April 2022 - May 2023

*Product Manager, Security & Compliance*

2020 - April 2022

Acquia is the foremost Drupal host and developer tools provider, helping Fortune 100 companies build exceptional digital experiences. I planned and operationalized security objectives across Acquia's PaaS and CRM tools.

- Documented, roadmap and prioritize security objectives across Acquia's PaaS and CRM offerings, reducing FedRAMP and PCI customer churn to 1.3% in 2022
- Spearheaded mitigation of end-of-life software within the Acquia code base, resulting in no EoL audit findings
- Architected organizational communication and accountability to support dev team security accountability

### StudentUniverse

**Waltham, MA**

*Product Manager, Non-Air Products*

2019 - 2020

StudentUniverse partners with 100+ international airlines to provide youth travelers the best prices to explore the world. I led product management, design and analytics for all non-flight products (e.g. Car rentals, excursions, etc).

- Increased per-invoice revenue 280% by optimizing price for non-air products including seat choices, rental car sales and flight insurance
- Released 2-5 quarterly products, leveraging 3rd party partnerships and optimized product packaging
- Optimized product offerings by creating a pricing analysis framework, leading to a 66% increase in seat rev

### OV Loop

**Danvers, MA**

*Product Manager, CRM Platforms*

2017 - 2019

OV Loop is a fintech startup that enables clients to boost their revenue by combining one-tap payments and a virtual marketplace. I led development of OV Loop's customer relationship management software.

- Defined the strategic product roadmap and value proposition by analyzing 27 competitive platforms and over 50 local businesses, bringing an email marketing platform to beta phase

### Hotel Asset Value Enhancement (*hotelAVE*)

**National**

*Management Consultant*

2016 - 2017

hotelAVE executed 20-week, on-site consulting projects for leading lodging brands (*corporate*). I collaborated with line-level employees and area leaders to identify opportunities, install objectives and sustain results.

- Analyzed opportunity in P&L statements with revenue exceeding \$45M, delivering a 3x ROI
- Led projects to restructure fine dining service, resulting in a 38% increase in appetizer and dessert sales

### J. Alexander's Restaurants

**Nashville, TN**

*Senior Sous Chef*

2014 - 2016

With a core philosophy of providing guests a delightful dining experience, I led a team of 60+ to create scratch cuisine, thoughtful service and genuine interaction.

- Reduced kitchen labor to 34% and food loss to 2.7% in a newly opened kitchen

## Education

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### **Univ. of Massachusetts - Isenberg School of Management**

B.S. Hospitality & Tourism Management

**Amherst, MA**

2010 - 2014

- Student Judiciary Committee, Delta Upsilon Fraternity, Teaching Assistant, Peer Mentor

## Volunteerism

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### **Young Alumni Council - Univ. of MA Hospitality Dept**

*President*

**Boston, MA**

2017 - Present

- Lead events, outreach and mentorship for 1,500+ young alumni in Boston and New York City
- Drive community engagement with a 68% YoY attendance increase

### **Alumni Leadership Board - Univ. of MA Hospitality Dept**

*Board Member*

**Boston, MA**

2019 - Present

- Lead student-facing activities including classroom visits, experiential learning opportunities and student mentoring programs

## Awards

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### **Univ. of Massachusetts, Hospitality Dept**

*Outstanding Young Alumni*

**Boston, MA**

2022

- Awarded for work rendered to incorporate the Young Alumni Council as a subgroup of the Hospitality Alumni Leadership Board, including authoring bylaws

### **Boy Scouts of America**

*Eagle Scout*

**Springfield, MA**

2010

## Additional Information

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Excel (Expert) - SQL (Fluent) - Tableau (Fluent) - Agile (Fluent) - Linux (Fundamental)

Motorcycle Touring (Ride around the world, 36% complete) - Indoor Rock Climbing