

Dan Lewis

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PLATFORM & TECHNOLOGY LEADER

Senior platform and infrastructure leader with 12+ years of experience designing, scaling, and stabilizing mission-critical technology platforms across restaurant, hospitality, and live-event ecosystems. Proven owner of POS, payments, identity, network, and cloud platforms supporting hundreds of locations and high-volume, zero-downtime environments. Known for translating business risk into resilient systems, leading enterprise vendors and capital programs, and operating effectively at the intersection of platform architecture, operations, and execution.

PLATFORM & SCALE HIGHLIGHTS

- Platform ownership supporting 300+ restaurant locations and MLB/NFL live-event venues
- Enterprise POS, payments, and ordering ecosystems handling peak-load, high-velocity transactions
- National ownership of PCI-DSS compliance, vendor security, and incident response
- Multi-tenant platform experience across Azure, AWS, and cloud-native infrastructure
- Executive escalation authority for revenue-impacting outages and live operational failures

CORE CAPABILITIES

Platform & Architecture: Enterprise POS & Payments • Ordering & Kiosks • Identity & Access • Network & Venue Architecture • High-Availability Systems

Cloud & DevOps: Azure (Primary) • AWS • Terraform • CI/CD • Kubernetes • Infrastructure as Code • FinOps

Security & Compliance: PCI-DSS • Zero Trust • Incident Response • Vendor Risk • Audit Readiness

Data & Analytics: Power BI • Snowflake • Operational & Executive Reporting • ETL Pipelines

Leadership & Governance: Platform Strategy • Vendor & Contract Ownership • CapEx / OpEx • National Rollouts • Escalation Leadership

PROFESSIONAL EXPERIENCE

Aramark Sports & Entertainment

District IT Manager | Feb 2024 – Present

- Own platform strategy and execution across MLB, NFL, and convention venues, supporting mission-critical, revenue-generating operations in high-density live-event environments.
- Act as platform owner and final escalation authority for POS, payments, networks, and security systems during live events, playoffs, and nationally televised games.
- Architect and validate enterprise venue networks (VLAN segmentation, firewall policy, DHCP, POS isolation, failover) to ensure uptime under peak transaction volume.
- Personally design, test, and approve POS and payment configurations (Clover Sport, Tapin2, Mashgin, Micros, Shift4) prior to event go-live to mitigate financial and operational risk.
- Lead high-severity incident response and recovery efforts, coordinating corporate engineering teams, venue stakeholders, and third-party vendors under live operational pressure.
- Own vendor relationships, contracts, and deployment strategy for large-scale capital refreshes, seasonal rollouts, and multi-venue platform standardization.

Flynn Restaurant Group (Wendy's Franchisee)

National Restaurant Technology Manager | Jan 2023 – Feb 2024

- Directed national restaurant technology platforms supporting 300+ locations, with responsibility for stability, scalability, and compliance across POS, payments, networking, kiosks, and digital systems.
- Owned enterprise rollouts and lifecycle management for POS, network infrastructure, kiosks, digital menu boards, and security platforms.
- Served as senior escalation leader for enterprise-wide outages, driving root-cause analysis and long-term platform remediation.
- Led improvements to PCI-DSS compliance posture, strengthening security controls, audit readiness, and operational consistency across the portfolio.
- Partnered with executives, vendors, and field teams to balance platform reliability, cost, and deployment velocity at national scale.

InMobi / Pinsight Media

Software Development Engineer II – DevOps / Corporate IT | Jan 2021 – Jan 2023

- Built and operated cloud-native, multi-tenant infrastructure supporting scalable SaaS platforms.
- Automated infrastructure provisioning using Terraform, Ansible, and Kubernetes.
- Designed and operated workloads primarily in Microsoft Azure, with extensive AWS and Snowflake usage.
- Supported secure SaaS scaling, compliance requirements, and production reliability in partnership with engineering and security teams.
- Contributed to CI/CD pipelines, infrastructure standardization, and operational tooling to reduce deployment risk and manual effort.

Fiorella's Jack Stack Barbecue

Systems Administrator | Jun 2014 – Jun 2021

- Owned end-to-end technology operations across restaurants, production facilities, call centers, warehousing, and corporate offices.
- Led Azure cloud migration and enterprise Intune deployment, modernizing identity, device management, and endpoint security.
- Standardized restaurant networking and executed POS migrations, improving reliability and operational consistency.
- Acted as sole technical authority across infrastructure, POS, networks, and systems for a multi-line hospitality organization.

EDUCATION

High School Diploma – Shawnee Mission West