

Stephen Hawkins

Senior Technology and Program Leader | Entrepreneur | Builder

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PROFILE

More than 25 years connecting people, processes, and technology to solve operational problems. Enterprise program leadership at IBM and Caterpillar, business ownership, field operations, and 18 years of church AV leadership inform current work in software delivery, systems integration, automation, and practical AI.

SELECTED RESULTS

- \$16 million program portfolio at IBM; enterprise initiatives impacting more than 300,000 workstations.
- Caterpillar programs ranging from \$20K to \$14.5M annually; CEO Innovation Award for leadership on a supply-chain initiative.
- Operating and technology leadership in a manufacturing/e-commerce business exceeding \$1 million in annual revenue.

PROFESSIONAL EXPERIENCE

Captain Hawk Designs | 2015-Present

Senior Technical Program Manager - Digital Platforms & Systems Integration

Leading software delivery, digital commerce, production technology, and workflow automation with responsibility for requirements, architecture, priorities, validation, and release acceptance.

- Directing phased development of Production Assist across Blackmagic ATEM, ProPresenter, and OBS Studio.
- Physically validated selected voice-controlled workflows with safeguards and equipment-state verification.
- Technology investments and operating priorities in a manufacturing/e-commerce business exceeding \$1 million in annual revenue.

U-Haul International | January 2023-December 2024

Area Field Manager - Multi-location Operations & Partner Leadership

Primary field liaison for more than 30 independent dealer partners across South Florida, connecting corporate systems and expectations with local business execution.

- Recruited, onboarded, trained, and supported dealer partners.
- Resolved operational and technical issues while balancing service, cost, and competing field priorities.
- Named Area Field Manager of the Month three times.

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Professional experience, continued

Caterpillar Inc. (via ISG) | 2014-2020

Senior IT Program Manager / Agile Project Manager Coach

Managed concurrent programs ranging from \$20K to \$14.5M annually, with accountability for scope, schedule, budget, delivery risk, and stakeholder alignment.

- Aligned business teams, technology groups, vendors, and executive leadership.
- Coached teams on planning, prioritization, delivery rhythm, and accountability.
- Earned the Caterpillar CEO Innovation Award for leadership on a supply-chain initiative.

IBM | 1997-2014

Senior IT Program Manager

Managed a \$16 million program portfolio and enterprise initiatives impacting more than 300,000 workstations.

- Staffing, vendor coordination, financial discipline, risks, and delivery commitments.
- Escalation response for urgent, high-visibility issues.
- Operating structures improving visibility, accountability, and consistent delivery.

Kean Consulting at IBM | 1995-1997

Senior IT Specialist

Led enterprise workstation migration workstreams, coordinating teams and implementation activities to minimize disruption.

DELIVERY TOOLKIT

Program execution: SDLC, Agile and iterative delivery, requirements, milestone planning, risk and escalation, vendor coordination, stakeholder communication.

Connected technology: .NET-based application programs, APIs, WebSocket integrations, digital commerce, production automation, AI-assisted workflows.

Operational readiness: automated regression testing, hardware validation, release acceptance, training, field support, practical adoption.

ADDITIONAL LEADERSHIP & DEVELOPMENT

18 years of church AV and live-production leadership: audio, video, streaming, technical equipment, troubleshooting, and teams and volunteers. Broader enterprise background includes State Farm environments.

PMI-trained; formerly PMP-certified.