KERRY ALLAN

Sudbury, Ontario
705-988-5755
kerrya@allanstudios.ca
www.allanstudios.ca

COO | PRODUCT LEADER | AI SPECIALIST | SAAS & WEB HOSTING

PROFESSIONAL SUMMARY

Operations executive, product leader, and AI specialist with a record of turning struggling technology initiatives into working products. As COO of Awesome Numbers, took a stalled early-stage startup project, rebuilt its entire software stack, and led the organization through beta testing to release candidate. Combines strong management and leadership with hands-on expertise in SaaS, web hosting, IaaS, AI-assisted software development, and RAG chatbots and AI agents built with Claude, Python, and PostgreSQL. Skilled at translating customer, operational, and business needs into clear priorities, accountable processes, and delivered results. Brings an entrepreneurial record of creating, operating, supporting, and improving technology and digital products.

CORE COMPETENCIES

Executive Leadership	**Startup Turnaround**	**Product Strategy**	**Team & Process Leadership**
AI Product Development	**LLM Chatbots & RAG**	**AI-Assisted Software Dev**	**Agile & Cross-Functional Delivery**

PROFESSIONAL EXPERIENCE

Chief Operating Officer (COO) & AI Specialist

2026-Present

Awesome Numbers Inc. | Remote

- Joined a fledgling startup as COO and turned a floundering project into a working product, taking the organization from an unfinished prototype through a complete software rewrite, beta testing, and release-candidate status.
- Set company operating priorities, the MVP checklist and work plan, and the product roadmap; ran core-update, DevOps stand-up, and marketing meetings to align leadership, developers, and subject-matter experts.
- Directed the rewrite of the entire software stack, replacing the original codebase with GATORLink AI (formerly RiskGATOR), a multi-tenant Flask/PostgreSQL laboratory quality-control platform, and GATORview, a React/TypeScript risk dashboard.
- Consolidated the core quality-calculation engine onto a single validated Python engine, using the Excel master workbook as the source of truth and auditing every discrepancy to protect the accuracy of published results.
- Introduced management discipline across a mixed team of human and AI developers: clear ownership, one approved path for every reported figure, database-access controls, decision records, and pre-deployment test and release procedures.
- Led the beta program from recruitment through onboarding, producing invitation materials, automated customer onboarding, explainer videos, and multilingual demo data, and integrated the Client Harbor CRM for orders, licensing, invoicing, and support.
- Used AI-assisted development with Claude Code and the Claude API to deliver a full product rewrite with a small team, covering role-based access control, tenant isolation, data imports, licensing, and automated testing.
- Designed and built a retrieval-augmented generation (RAG) AI assistant using Claude, Voyage AI embeddings, and pgvector, with streaming answers, source citations, audit logging, and ingestion of documentation, code, PDFs (with OCR), Excel, and PowerPoint.
- Built LEO, an automated AEO/SEO monitoring report that tracks how often Claude, Gemini, and ChatGPT cite the company, combined with Google Search Console and DataForSEO data.

Product Owner / Technical Product Manager - IaaS & Hosting Products

2020-2026

Web Hosting Canada | Remote

- Owned and supported product direction for an IaaS portfolio covering shared hosting, VPS, dedicated servers, cPanel-based services, backup systems, security tools, and related hosting products.
- Gathered customer, sales, support, and operational requirements and translated them into product improvements, feature requests, technical specifications, and development priorities.
- Worked across development, infrastructure, sales, customer experience, and technical support to coordinate product delivery, bug resolution, service improvements, and customer communication.
- Applied Agile and Scrum practices, including backlog refinement, prioritization, sprint planning, iterative delivery, stakeholder review, and issue tracking through Jira.

- Used principles from Ryan Singer's Shape Up to define problems, shape work before development, control scope, and focus teams on valuable outcomes.
- Applied Marty Cagan's Inspired product principles, emphasizing customer value, usability, technical feasibility, business viability, and empowered cross-functional collaboration.
- Evaluated product requests according to customer impact, strategic fit, business value, operational risk, and technical complexity.
- Served as the voice of the customer by identifying recurring problems and product opportunities through direct consultation, escalations, support trends, and internal feedback.
- Supported the full product lifecycle, including discovery, definition, implementation, launch support, documentation, training, adoption, and continuous improvement.
- Guided customers through the evaluation, purchase, migration, and implementation of shared hosting, VPS, dedicated servers, backup services, control panels, and associated products.

Solutions Specialist

2019

HostPapa | Remote

- Worked with customers to resolve hosting, email, storage, security, website, advertising, and CRM requirements.
- Used cPanel, WHM, Ubersmith, Linux, CloudLinux, VPS environments, VPN, Slack, and remote support systems.

Founder & Product Owner - Hosting & Software Products

2014-Present

Global Star Websites | Sudbury, Ontario

- Founded and operated a niche website-development and hosting service, defining the service offering, hosting architecture, pricing, billing, support, and customer lifecycle.
- Translated customer needs into website, hosting, email, security, migration, and support solutions using WHM/cPanel, Plesk, WHMCS, Linux, Windows Server, and WordPress.
- Managed vendor and product decisions, onboarding, upgrades, recurring billing, technical support, renewals, and ongoing customer relationships.
- Developing HostSecure, a PHP 8/PostgreSQL web-hosting control panel and licensing platform with a Security Center (2FA, password policy, server hardening, firewall, WAF, malware scanning), backups, cloud storage, and Incus-based VPS provisioning.
- Built Client Harbor, a self-hosted CRM (Django, Django REST Framework, Celery, PostgreSQL) with a licence server, one-click and standalone installers, a self-updater, and S3-compatible backup storage.
- Built AI tools with Claude, including an industry-news monitoring agent on the Claude Agent SDK, an AI website builder that exports to HTML, Next.js, and WordPress, and SpamDefender, an email-security gateway; designed an AI live-support chatbot and an AI email sales agent.

Founder & Digital Product Manager

2001-2014

Photography Schoolhouse | Sudbury, Ontario

- Created and managed a portfolio of digital education products for professional photographers, including books, courses, software, webinars, videos, presentations, and live bootcamps.
- Managed products from customer research and concept development through launch, delivery, support, and ongoing improvement.
- Designed and developed a web-based image-hosting service using Visual Basic and ASP.NET, and produced multi-camera educational video programming.

Senior Software Implementation Consultant & Product Trainer

1996-2007

System Concepts Inc. | Scottsdale, Arizona

- Led complex enterprise software implementations for corporate, institutional, and military customers across multiple platforms and network environments.
- Gathered operational requirements and developed implementation strategies, written project plans, software configurations, custom reports, interfaces, and training programs.
- Worked with programming and support teams to resolve product issues and improve customer outcomes; developed the company's bootcamps, documentation, presentations, and interactive training materials.
- Worked with Windows Server, SQL Server, Visual Basic, Microsoft Access, Citrix MetaFrame, Terminal Services, and related technologies.

TECHNICAL & PRODUCT TOOLKIT

Product & Delivery	Agile, Scrum, Jira, backlog refinement, prioritization, requirements, stakeholder communication, customer discovery, documentation,

	training
AI & Automation	Claude API, Claude Code, Claude Agent SDK, MCP, RAG, pgvector, Voyage AI embeddings, Gemini & OpenAI APIs, prompt engineering, AI agents, AEO/SEO
Hosting & Infrastructure	Shared hosting, VPS, dedicated servers, AWS, Vultr, OVH, WHM/cPanel, Plesk, CyberPanel, Linux, Windows Server
Web & Data	WordPress, PHP, Python, Flask, Django, Node.js, React, TypeScript, Next.js, PostgreSQL, MySQL/MariaDB, SQL Server, ASP.NET, HTML/CSS
Operations	DNS, SSL, SSH, FTP, email, EXIM, CSF, migrations, backup systems, WHMCS, Ubersmith, Microsoft 365

EDUCATION & PROFESSIONAL DEVELOPMENT

- Ryerson Polytechnic - Computer Science studies
- Microsoft-certified training and professional coursework in SQL Server Administration, Windows Server, Visual Basic, .NET, and Microsoft Office
- Continuing independent study in generative AI, large language models, AI agents, cloud infrastructure, Linux, web development, and modern product-management practices