

Cornelius Thompson

TECHNOLOGY & IT LEADER | INFRASTRUCTURE, SOFTWARE, AI & OPERATIONS

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PROFESSIONAL SUMMARY

Founder and senior IT leader with 15+ years building software products, enterprise infrastructure, security, cloud, data, AI-enabled automation, and business systems. Operates LabCMD while leading the technical work behind Dry Box's transition to United Rentals. Experience spans product strategy through production operations, a 20-person IT department, hyperscale AWS data centers, aerospace, managed services, regulated environments, and the U.S. military. Nearly eight years working in Japan; conversational Japanese and available for domestic or international travel.

CORE CAPABILITIES

Leadership & Operations: Technology strategy, product ownership, M&A integration, 24/7 operations, team leadership, multi-site delivery, vendors, customers, marketing technology

Infrastructure & Security: Cisco Nexus, vPC, HSRP, OPNsense, VPN, Windows Server, AD DS, Entra, DNS, PKI, MFA, WebAuthn, incident response

Software, Cloud, AI & Data: Rust/Axum, SolidJS/TypeScript, Python/Flask, PostgreSQL, ScyllaDB, WebSockets, REST/SOAP, Microsoft Graph, DigitalOcean, Azure, Cloudflare

Enterprise & International: AWS hyperscale operations, Department of Defense environment, U.S.–Japan vendor coordination | English, native; Japanese, conversational

PROFESSIONAL EXPERIENCE

Founder & Principal — LabCMD, LLC | Chehalis, WA

August 2021 – Present | Concurrent independent software company

- Founded and operate a software company with five customer-facing products and eight internal operating platforms spanning private communities, email/domain/application security, endpoint management, marketing, CRM, billing, accounting, AI, and access operations.
- Architect and ship production services across Rust/Axum, SolidJS/TypeScript, Python, PostgreSQL, ScyllaDB, WebSockets, S3-compatible storage, Docker/Linux, and Cloudflare-managed infrastructure.
- Designed identity and security controls including Microsoft Entra OIDC, WebAuthn/passkeys, scoped service access, signed webhooks, audit trails, privacy controls, and data-retention workflows.
- Connected Microsoft Graph, Stripe, Cloudflare, CRM, marketing, subscription, and accounting systems into an auditable customer lifecycle from outreach through support and revenue posting.
- Lead product strategy, software delivery, branding, vendor relationships, customer support, custom websites, and managed technology services.

Information Technology & WebOps Manager — Dry Box, Inc. | Chehalis, WA

October 2024 – Present | Company acquired by United Rentals, 2026

- Lead the United Rentals acquisition technology workstream: delivered a 146-file due-diligence room, conversion-ready 1,831-vendor and 15,271-customer masters, infrastructure documentation, secure access, and operational handoff.
- Designed a high-availability Cisco Nexus core with dual-switch vPC, 28+ VLANs, and 25+ HSRP-enabled SVIs; built a dual-OPNsense perimeter with 190+ policies, secure remote access, Active Directory, DNS, and two-tier PKI across 7 remote sites.
- Rebuilt and operate a Python/Flask platform on DigitalOcean with Git-based CI/CD, Salesforce routing and attribution, privacy-aware analytics, and a PostgreSQL warehouse spanning CRM and ERP data.
- Expanded the role across AI integrations, vendor support, marketing technology and partner relationships, connecting technical delivery to sales, customer, and operational needs.

IT Operations Manager — Lucky Eagle Casino & Hotel | Rochester, WA

March 2023 – February 2024

- Directed a 20-person IT department across network operations, helpdesk, and enterprise systems in a 24/7 regulated gaming environment.
- Maintained infrastructure supporting 1,000+ networked slot machines; led a Microsoft 365 migration and standardized escalation workflows to improve reliability.

Head of Information Technology — Eviation Aircraft, Inc. | Arlington, WA

January 2022 – July 2023

- Led IT strategy and operations across cloud and on-prem environments for an electric-aircraft manufacturer, spanning infrastructure, security, and business systems.
- Owned ERP, PLM, CRM, and end-user support; delivered Azure/on-prem migrations, network modernization, and security improvements.

Network & Systems Engineering Manager — Oasys, Inc. | Burlington, WA

October 2020 – January 2022

- Led network and security engagements for managed-services clients, including firewall deployments, server infrastructure, and secure remote access.
- Migrated 60+ client sites to Cisco enterprise networking and designed site-to-site VPN connectivity with enforced MFA standards.

Data Center Operations Lead — Amazon Web Services | Seattle, WA

October 2018 – October 2020

- Led critical data center operations and high-severity escalation for production compute and network hardware at hyperscale.
- Supported backbone fiber and interconnect expansions to grow capacity and redundancy; served as escalation point for availability-impacting incidents.

Lead Data Center Technician — Amazon Web Services | Tokyo, Japan

August 2015 – October 2018

- Led break/fix, incident response, and infrastructure troubleshooting for large-scale AWS production clusters.
- Drove high-priority buildouts under lean staffing while coordinating with Japanese vendors and site teams using conversational Japanese and English.

IT Operations Lead — United States Air Force | Yokota Air Base, Japan

July 2009 – March 2014

- Led IT operations for unclassified networks supporting 1,000+ concurrent users.
- Coordinated Japanese vendors, daily tasking, policy rollout, mission support, and operational-readiness training.

CERTIFICATIONS & TRAINING

Cisco CCNA (2021) | CompTIA A+ | PCI Awareness | Rack Down First Responder | Class 3 Washington State Gaming License

EDUCATION

WF West High School — Chehalis, WA