

EVAN J. SCHWARTZ

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CHIEF INNOVATION OFFICER | CUSTOMER SUCCESS STRATEGIST | SUSTAINABLE TECHNOLOGY LEADER

Executive technology leader with 35+ years driving operational transformation, customer-focused solutions, and scalable innovations across resource-intensive industries. Guides global strategy at AMCS Group, driving AI-enabled sustainability and next-generation SaaS adoption to unlock long-term customer value. Advanced through senior enterprise roles including Chief Operations Officer, Chief Enterprise Architect, and Head of Foundation Services. Recognized for aligning cross-functional teams and innovation pipelines to deliver production-ready solutions at scale. Serves as Adjunct Professor and Board Advisor on cybersecurity and computing science, shaping future-ready technology ecosystems.

CAREER SNAPSHOT

- ✓ Appointed Chief Innovation Officer at AMCS Group, overseeing global adoption of new solutions in logistics, resource recovery, and sustainability, ensuring delivery of sustainable incremental value and innovation-led growth.
- ✓ Scaled operations as Chief Operating Officer for AMCS North America, unifying Customer Success, Strategic Accounts, Professional Services, and Product Delivery to drive significant revenue growth.
- ✓ Directed platform modernization and technology vision as Chief Enterprise Architect at AMCS Group, guiding integration of AI, data science, DevOps, and extensibility frameworks across global solutions.
- ✓ Led multiple M&A integrations and platform transitions at AMCS Group and DesertMicro, defining best practices in solution architecture and deployment across global teams.
- ✓ Serves as Adjunct Professor and Board Advisor at Jacksonville University, mentoring graduate students in AI, cybersecurity, and technical project management.
- ✓ Distinguished author of Amazon Best Seller People, Places, and Things: A Framework for a Pain-Free ERP Implementation, published through Forbes, outlining ERP implementation frameworks based on extensive experience in resource-intensive industries

EXECUTIVE STRENGTHS

Strategic Innovation Leadership | SaaS Product Scaling | AI Integration | ERP Implementation | Enterprise Architecture | Digital Transformation | Customer Success Strategy | Technical Advisory | M&A Integration | DevSecOps | Solution Engineering | Cybersecurity | ESG & Sustainability Tech | Public Sector & Industrial SaaS | Board & Academic Engagement

PROFESSIONAL PHILOSOPHY

Driving technological innovation and creating sustainable customer value at the intersection of business strategy and digital transformation.

CAREER SUCCESS

Chief Innovation Officer | AMCS Group | Global | May 2025-Present

Promoted to strategic executive leadership role focused on ensuring customer success with new AMCS solutions. Responsible for driving innovations into production across all business units and identifying new growth opportunities in Resource & Recycling, Logistics, Transportation, Safety (EHS), and Sustainability (ESG).

- Tasked with creating and implementing strategies to foster innovation, ensuring alignment with company's overall growth objectives.
- Charged with developing KPIs to monitor innovation adoption impact on revenue growth, customer experience, and product utilization.
- Responsible for establishing governance framework for cross-functional collaboration between product, engineering, and services teams.

- Leading AMCS representation at industry conferences and technical forums to communicate solution value propositions and strengthen client partnerships.

Chief Operations Officer, North America | AMCS Group | Jacksonville, FL | Dec 2024-May 2025

Aligned operational strategy with business objectives to optimize service offerings, deliver exceptional customer experiences, and achieve growth targets. Oversaw Strategic Account Management, Customer Success, Professional Services, Technical Solutions, and Product Delivery across North America, reporting directly to global CEO.

- Built and maintained strong relationships with key clients, driving retention, referenceable customers, and upsell opportunities to achieve yearly growth targets.
- Established governance models including Release Quality and Centers of Excellence to enhance service consistency and customer satisfaction.
- Ensured operational budgets and forecasts aligned with organizational financial goals, prioritizing process improvements and resource allocation to maintain profitability.
- Mentored and developed high-performance teams across multiple departments, fostering a culture of continuous innovation and operational excellence.

Chief Enterprise Architect & Head of Enterprise Foundation Services | AMCS Group | Jacksonville, FL | Feb 2024-Dec 2024

Directed the technological trajectory of AMCS, steering the Enterprise Architecture, DevOps, DevSecOps, and Global Engineering teams. Oversaw the Office of the CTO spectrum including global engineering, centralized components, frameworks, tech stacks, extensibility, data governance, artificial intelligence, data science, and infrastructure.

- Defined and executed global technology strategy aligned with AMCS's mission to deliver scalable, secure, and innovative solutions.
- Spearheaded integration of AI and data science capabilities to advance product offerings and market position.
- Implemented best practices enhancing deployment frequency, reliability, and security across development processes.

Chief Enterprise Architect | AMCS Group | Jacksonville, FL | Jan 2021-Feb 2024

Led, shaped, and documented the vision of the architecture and high-level functional components of the AMCS Platform. Developed governance framework to manage scope, justify decisions and actions, and evaluate cost versus value of choices to support the platform vision.

- Interacted with product managers, development teams, and customer-facing resources to gather information and update the roadmap's content toward the platform vision.
- Worked with acquisition team to evaluate potential business purchases for technical and commercial suitability for AMCS.
- Led development and oversaw execution of integration strategies post-acquisition while preserving customer experience.
- Mentored and coached product managers, technical teams, and architecture team in articulating requirements grounded in market-driven business outcomes.

Vice President, Services, North America | AMCS Group | Jacksonville, FL | Jun 2020-Jan 2021

Responsible for implementation, consulting, training, and premium services across North America. Ensured consistent and successful delivery model to support a broad range of engagement types from small projects to multi-year roll-out programs. Drove organic business growth through expansion of existing customers and supporting new customer acquisition.

- Activated, unlocked and grew Annual Recurring Revenue (ARR) while delivering targeted profit margins for Professional Services.
- Ensured on-time, quality delivery of all consulting engagements using best-practice project management techniques.
- Worked closely with sales team on sales cycles to maximize potential deal margin and lifetime customer value.
- Served as vital link between customers and internal teams, leading communication of feedback to Engineering and Product.

PREVIOUS EXPERIENCE

Vice President of Solutions Engineering | AMCS Group | Jacksonville, FL | Sep 2019-Jun 2020
Head of Technology & Sales Engineering, North America | AMCS Group | Jacksonville, FL | Aug 2018-Sep 2019
Chief Technology Officer | DesertMicro | Jacksonville, FL | Jan 2017-Aug 2018
Vice President of Technology | Baywood Technologies | Jacksonville, FL | Sep 2006-Jan 2017
SharePoint Solutions Architect | MPS Group | Jacksonville, FL | Nov 2005-Sep 2006
Director of Information Systems | Echotainment, LLC | Jacksonville, FL | Feb 2004-Nov 2005
Director of Business Development / Solutions Architect | Infinite Energy Center | Gainesville, FL | Jan 2002-Jan 2004

EDUCATION & CREDENTIALS

Doctor of Philosophy (PhD) - Computer Science | Northcentral University | In Progress
Master of Business Administration (MBA) | Quantic School of Business and Technology | 2025
Master of Mobile Gaming, Computer Science | Full Sail University | 2019
Bachelor of Science, Game Design & Application Development | Full Sail University | 2018

ADDITIONAL LEADERSHIP

Adjunct Professor | Jacksonville University | Jacksonville, FL | 2023-Present
Advisory Board Member | Jacksonville University Center of Cybersecurity and Department of Computing Science | 2023-Present
Author | [People, Places, and Things: A Framework for a Pain-Free ERP Implementation](#) | Amazon Best Seller
Member | Forbes Technology Council