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SHYAM CHRISTOPHER OBEROI

CHIEF TECHNOLOGY AND DIGITAL MEDIA EXECUTIVE

A results-oriented executive with extensive experience in strategic planning, digital media, infrastructure buildout, visitor engagement, business intelligence, enterprise application development, and change management for small to large corporate, government and non-profit IT & digital ecosystems. Exceptional leadership, communication and presentation skills, with experience in recruiting and managing teams, collaborating with executive leadership, and partnering with trustees, corporations, local and national government, foundations and other philanthropies. Successful track record of managing complex, multi-million dollar projects requiring the involvement of onsite and offshore staff, multiple deliverables and multi-tiered quality control processes.

DEMONSTRATED ACHIEVEMENTS

- Develops, implements and owns the roadmap for the Royal Ontario Museum's digital strategy, aligned with the museum's strategic plan.
- Managed all aspects of a $9M multi-year project to digitize the Dallas Museum of Art's entire collection, enhance collections information, and create an online platform and mobile app for universal, free and open access.
- Oversaw the collection information services, digital asset management, and all image/audio/video archiving, cataloguing, licensing, and web and digital distribution activities related to the Met's 2 million works for art.

EXECUTIVE EXPERIENCE

ROYAL ONTARIO MUSEUM   2018 – present
Chief Digital Officer
- Responsible for all aspects of the institution's technology vision, compliance, development, maintenance and delivery of core IT infrastructure (email, network, wifi, storage, cybersecurity, etc).
- Oversees all digital media projects spanning media creation, collections information, gallery interactives, electronic publishing, way-finding, and mobile experiences.
- Recruits, hires, mentors, and promotes staff into positions that align talent with organizational needs.
- Identifies fundraising opportunities and partners with donors, local & federal government, trustees and executive leadership to obtain the resources required to elevate the museum's digital maturity.

DALLAS MUSEUM OF ART   2014 – 2018
Director of Technology and Digital Media
- Led the Museum's digital and technical transformation with a department responsible for core business systems and infrastructure, web and mobile app development, multimedia production, rights and reproductions, data visualization, forecasting models, revenue and engagement analytics and evaluations.
- Partnered with corporations, foundations, museum trustees and other philanthropies to secure funding to augment the Museum's technology capacity and deliver meaningful digital experiences to visitors.

METROPOLITAN MUSEUM OF ART   2006 – 2014
General Manager, Collections Information Services (2012-2014)
- Oversaw the collection information services, digital asset management, and all image/audio/video archiving, cataloguing, licensing, and web and digital distribution activities related to the Met's 2 million works for art.
- Managed staff, timelines, budgets and team responsibilities, including evaluating and selecting vendors, negotiating contracts, prioritizing deliverables, streamlining workflows and reporting status to executive staff.
- Represented the museum to a world-wide audience through public speaking and presentations.

Senior Technology Manager / Website (2009-2012)
- Member of the core team responsible for all phases (user testing, stakeholder interviews, wireframing, vendor management, content integration, and technical design and implementation) of the Museum's website relaunch.
- Extended institutional web presence via sitemaps, analytics and search engine optimization (SEO).

Manager, Met Images / Director's Office (2006-2008)
- Managed the full project life cycle for the DAM, an enterprise-level project with a budget of $3M that was delivered on time, under budget and exceeding the contractual requirements and scope.

GABRIEL & CO.   2005 – 2006

Information Technology Officer
- Principle technology manager for Gabriel & Co, an international fashion designer and manufacturer, with direct responsibility over design and operations of internally-developed B2B software as well as IT infrastructure, including company website, email and mixed PC-Mac network environment.
- Wrote extensive system documentation, including administrator, user and installations guides, database schema, flow diagrams, and online help.

THOR TECHNOLOGIES   1995 – 2005

Principal Software Engineer / Database Administrator
- Member of core team of engineers responsible for designing, developing, testing, documenting and deploying Xellerate, a secure, fault-tolerant, transactional provisioning system for identity management, access privileges and user accounts across all enterprise resources (software was acquired by Oracle and rebranded as "Oracle Identity Manager.")
- Administered SQL Server databases, including backups, restores, load balancing, stress testing, performance tuning, data modeling, and conversion of all data and constructs to both Oracle and Sybase.
- Led client-site presentations and user training, as well as other professional services including software and database installation, configuration and performance optimization.

LEADERSHIP COMPETENCIES

Strategic Planning ◆ Project Management ◆ Team Building ◆ Fundraising ◆ Change Management
IMLS Reviewer ◆ AAM MAP Peer Assessment ◆ NEA Museum Panel Reviewer ◆ VRA Workshop

EDUCATION & PUBLICATIONS

BA Computer Science, Manhattan College   New York, NY
MA English, New York University   New York, NY

"Digital collection content creation at the DMA." *MW2016: Museums and the Web 2016*. Published January 31, 2016

"New architectures for online collections and digitization." *MW2015: Museums and the Web 2015*. Published January 31, 2015

"Doing the DAM: Digital Asset Management at the Metropolitan Museum of Art." ASIS&T (American Society for Information Science and Technology), Bulletin, April/May 2008