

# Kris LeBlanc

PaladinHaven.com

Montréal, QC

438-868-5747

kleblanc@paladinx.com



## Senior Technical Leader | Enterprise Delivery & Integrations

Senior technical leader with 15+ years of experience delivering complex, enterprise-scale migrations, integrations, and platform transitions across global, regulated environments. Combines hands-on principal-level engineering expertise with proven people leadership, having led and mentored distributed, high-performing engineering teams. Trusted escalation point for high-risk, high-visibility initiatives and strategic accounts, recognized for end-to-end ownership, execution under tight constraints, and strong cross-functional collaboration.

## Core Competencies

- Enterprise migrations, platform transitions, and complex delivery programs
- Technical leadership, mentorship, and team development
- Identity, SSO, and multi-system integrations
- Infrastructure, application, and data delivery
- Strategic account ownership and stakeholder engagement
- Automation, tooling, and operational efficiency
- Secure, compliance-sensitive environments

## Professional Experience

### Explorance Inc. — Montréal, QC

#### Deployment & Integration Team Lead | 2017 – Present

- Led delivery of hundreds of complex enterprise migrations involving full infrastructure transitions and complete re-implementation of identity, LMS, email, and data integrations.
- Owned technical delivery for 500+ global client environments across all continents, supporting highly regulated institutions and enterprises with strict privacy and compliance requirements.
- Acted as primary escalation point for the most complex, high-risk, and high-visibility client initiatives.
- Led and mentored a distributed team of seven engineers across multiple regions, including onboarding, technical coaching, workload planning, and delivery oversight.
- Enabled and trained colleagues across Customer Support, Sales, Sales Engineering, and other internal teams to improve technical fluency and delivery effectiveness.
- Partnered with Sales and leadership during pre-sales, scoping, and project planning to define feasibility, delivery strategy, and risk mitigation for strategic accounts.
- Designed and implemented automation, dashboards, and internal tools used to monitor, maintain, and support over 750 client environments.
- Authored and maintained technical standards, runbooks, and delivery documentation adopted across multiple departments.
- Delivered consistently within tight maintenance windows while meeting confidentiality, uptime, data integrity, and regional compliance obligations.

## **Vircom Inc. — Montréal, QC**

### **Sales Executive / Technical Account Owner | 2015 – 2017**

- Managed a portfolio of 650+ customers representing a \$2M+ annual renewal pipeline.
- Retained approximately 85% of customers during a major pricing restructuring, renewing contracts at up to five times prior values.
- Served as technical and commercial owner for key accounts, balancing retention, expansion, and long-term customer trust.
- Built internal automation and analytics tools to support sales forecasting, customer usage analysis, and executive reporting.
- Consistently exceeded quarterly sales targets by 20%+ and received internal recognition for technical depth and customer advocacy.

## **MultiCorpora R&D Inc. (RR Donnelley) — Moncton, NB**

### **Technical Specialist / Account Manager | 2012 – 2015**

- Acted as technical account owner for enterprise, government, and international clients operating mission-critical platforms.
- Coordinated infrastructure planning, security, migrations, and ongoing support in collaboration with CTOs and IT leaders.
- Established scalable delivery and escalation practices supporting acquisition by a Fortune 500 organization.

## **CGS Canada Inc. (Lenovo / Red Hat) — Saint John, NB**

### **Reseller Resource Manager / Inside Sales | 2008 – 2011**

- Helped build the Red Hat Ready Program from the ground up, enabling partner certification, co-marketing initiatives, and new revenue streams.
- Provided technical and sales enablement to partners across multiple IT verticals.
- Managed relationships with over 500 channel partners while exceeding revenue objectives.

## **Earlier Experience**

### **Accounts Receivable Manager — Fero Waste & Recycling Inc.**

### **Accounts Receivable Specialist — ExxonMobil Business Support Centre**

## **Technology Stack**

**Platforms & Infrastructure:** Azure, IIS, Docker, Kubernetes, Windows Server

**Data & Messaging:** SQL Server, RabbitMQ, Redis

**Identity & Integrations:** SAML 2.0, OAuth 2.0, OpenID Connect, LMS and email integrations

**Automation & Tooling:** PowerShell, scripting, custom dashboards, internal tools

**Delivery & Collaboration:** Jira, Confluence

## **Education**

PC Support Specialist Diploma (Honours)

Academy of Learning, Moncton, NB

## **Languages**

French (native)

English (fluent)

Klingon (Beginner)