

CHARLES ROBINSON

Chief Technology Officer | VP of Technology | Fractional CTO

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SUMMARY

Chief Technology Officer with 15 years in the role across B2B SaaS and healthcare. Led product, engineering, cloud infrastructure and security at FocusPoint for 11 years: a multi-tenant B2B e-commerce platform serving 200+ enterprise clients, a 50-person organization (80+ with contractors) and a \$5M budget. Doubled company revenue over that tenure, opened a SAP partner channel worth \$8M a year, ran the platform at 99.99% uptime, took the company through SOC 2 Type II, and served as technology principal to buyers in its sale process. Now fractional CTO for an AI medical device startup after completing a fixed-term fractional engagement building an enterprise AI framework for a healthcare organization.

CORE COMPETENCIES

Platform and product strategy · Multi-tenant SaaS architecture (Azure, .NET) · ERP and CRM integration (SAP Business One, HubSpot, Salesforce) · Security and compliance (SOC 2 Type II, HIPAA and PHI handling, Entra ID, Intune, Defender) · AI programs (knowledge graphs, RAG, agent architectures, LLM product features, ML validation) · Partner and channel development · M&A: acquisition due diligence, buyer and investor presentations · P&L and budget ownership · Executive and board communication

EXPERIENCE

Vanquish AI | Fractional Chief Technology Officer

2025 – Present

AI medical device startup developing PANDA, an endoscopic ultrasound decision-support system for pancreatic cancer detection.

- Own ML strategy, clinical data infrastructure and validation methodology; direct a distributed annotation team, physician reviewers and an external ML development partner.
- Built the clinical data and governance program from zero (IRB determination, de-identified corpus with matched pathology, physician-reviewed annotation protocol, leakage-proof dataset separation) so the model can withstand regulatory and investor scrutiny.
- Present technology strategy and progress to investors. Contracted external ML development through a competitive RFP with acceptance criteria and IP separation terms, designed the locked-down environment those engineers work in, and contributed technical content to a Cleveland Clinic Innovations co-development proposal and two NIH R41 submissions.

Medi-Share | Fractional CTO, AI Strategy (1-year fixed-term contract)

Jan 2025 – Dec 2025

Nonprofit health cost-sharing organization serving several hundred thousand members. Fixed-term engagement, completed as scoped, run alongside the FocusPoint role to bring AI into the IT organization.

- Introduced an enterprise AI framework covering use-case selection, data governance, model evaluation and vendor criteria, and led its implementation in strategic areas of IT.
- Worked with IT and business leadership to prioritize AI initiatives against operational impact and risk, and established the governance needed to run them in a regulated, member-data environment.

FocusPoint (Focused Impressions Technology) | VP of Technology / Chief Technology Officer

2014 – 2025

Multi-tenant B2B SaaS e-commerce platform with deep ERP integration, serving 200+ enterprise clients. Led product, engineering, cloud infrastructure, security and support: 50-person team (80+ with contractors), \$5M budget. Company revenue doubled over the tenure.

- Owned architecture and roadmap for a proprietary multi-tenant platform on Azure, cutting client deployment time by 30 days and diversifying from a single ERP integration to six, which became the core of the company's growth strategy.
- Established partnerships with 20 of the top SAP implementation partners, creating a channel that produced \$8M in additional annual revenue.

- Led the company through a SOC 2 Type II audit cycle and built the security program behind it: Microsoft Entra ID, Intune, Defender, conditional access and endpoint detection and response.
- Rebuilt customer onboarding and the quote-to-order workflow between sales and engineering (multi-quote carts, SAP-driven pricing and approvals), accelerating the outbound sales cycle 200% and removing roughly \$3.5M a year of rework on a \$2M program investment.
- Architected a business enablement platform (2025): a knowledge-graph intelligence layer over CRM, ERP, ad, call-tracking and finance systems with a natural-language Ask AI that returns cited, confidence-rated answers, eight domain agents (finance, sales, marketing, operations and others), nightly-retrained forecasting and decision simulation; isolated tenant databases, SOC 2 and GDPR ready, cloud-agnostic. Live with multiple customers.
- Shipped AI into the commerce product: LLM-driven conversational search and natural-language product discovery across large B2B catalogs.
- Ran the platform at 99.99% uptime and cut mean time to respond on production incidents from one hour to under ten minutes through global on-call policy, monitoring and runbooks; reduced Azure spend by over \$12K a month with no loss of service through caching and performance work.
- Technology principal for M&A: led technology due diligence on an acquisition (details under NDA) and, in the company's own sale process, owned the due diligence data room, architecture briefings and buyer presentations.

Horizon Health / MDS | Chief Technology Officer

2009 – 2014

Regional health authority and hospital network. Led a 200+ person IT organization.

- Led the multi-year program that moved the hospital network onto a single health clinical information system (HIS), improving operational efficiency 30% and delivering \$50M in cost savings.
- Delivered the HIS and a health ERP on time and under budget, with a 20% gain in process efficiency, in a HIPAA-regulated environment.
- Renegotiated the vendor portfolio for a 15% cost reduction, cut security incidents 20%, and launched the organization's enterprise BI and analytics function.

Earlier Career | Solution Architect and Enterprise Architect roles at various companies

2002 – 2009

EDUCATION AND CERTIFICATIONS

BCS, Computer Science, University of New Brunswick (2002). Major: Information Technology; Minor: Algorithms.

Certifications: TOGAF 9.1 · ITIL · CIP

Speaking: two conference talks at SAP partner events on ERP-integrated B2B commerce.

TECHNICAL ENVIRONMENT

Cloud: Azure (primary), AWS, GCP · Platforms: .NET / .NET Core, C#, Node.js, Python, Java · Data: SQL Server, MySQL, Oracle, MongoDB · Practices: microservices, APIs, Docker, Kubernetes, CI/CD, DevOps · Commerce and ERP: multi-tenant B2B SaaS, SAP Business One, HubSpot, Salesforce integration · AI/ML: LLM integration, ML validation, clinical data pipelines