

Joel Frenette

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Technology executive: AI, cloud, cybersecurity and enterprise delivery

SUMMARY

Technology executive with 22+ years in enterprise IT, from field engineering to portfolio leadership. Managed 50+ initiatives a year across infrastructure, cybersecurity, compliance, enterprise applications and data, with about \$3.4M in annualized operating savings. Currently working on an AI-enabled contact-center transformation on AWS, and co-founder and CTO of a travel business building an AI-first CRM.

EXPERIENCE

Senior Technical Program Manager, NextEra Energy

Juno Beach, FL | 09/2024 to Present

- Lead workstreams in a multi-year, multimillion-dollar enterprise contact-center transformation from Cisco to Amazon Connect in a SAFe Agile environment
- AI capabilities built into the migration: Amazon Bedrock for foundational AI, Amazon Lex and Polly for voice and text interfaces, Amazon Q for business intelligence
- Coordinate technology, operations and business stakeholders with a focus on customer experience, agent experience, integration and delivery governance

Enterprise AI Strategy Advisory Board Member, PeopleToGo

Ontario, Canada (remote) | 03/2025 to Present

- Advise on enterprise AI strategy covering adoption priorities, integrations, training programs and responsible, ethical use
- Translate AI opportunities into business operating decisions and change initiatives

Chief Technology Officer and Co-Founder, TravelFun.Biz

Boca Raton, FL | 02/2019 to Present

- Co-founded and co-own an international online host travel agency with about \$5M in annual travel sales and 24+ travel advisors
- Own technology direction: implemented GoHighLevel CRM integrated with the website, web chat, social media, SMS and email campaigns
- Created AI, hosting and social media training programs and LMS video content for travel advisors
- Leading development of TravelFun.ai, an AI-first CRM for travel agents, from concept through beta toward commercial launch

Chief Technology Officer, WebDesigns99.com

Delray Beach, FL | 02/2018 to Present

- Manage web design and development projects end to end using Agile and Scrum

Senior Technical Program Manager, HairClub

Boca Raton, FL | 02/2018 to 09/2024

- Managed a portfolio of 50+ IT initiatives per year with combined budgets exceeding \$4.2M across infrastructure, cybersecurity, enterprise applications, digital platforms and operations
- Delivered about \$3.4M in annualized operating-cost savings through telecom migration and vendor and technology optimization
- Migrated about 200 circuits across 98 centers to a new ISP (Spectrotel), saving about \$1.2M per year

- Moved T1 and MPLS circuits to a broadband aggregator (Granite Telecom), increasing speeds and saving about \$500K per year
- Led a \$2.2M technology refresh across 98 centers: Meraki firewalls, switches and Wi-Fi, front-desk PCs, printers, Surface tablets and VoIP phones
- Led a \$545K data-center refresh, consolidating servers onto Dell VxRail and PowerEdge Hyper-V hosts and moving from cage to cabinet

IT Project Manager, Massage Addict

Toronto, ON, Canada | 08/2015 to 01/2018

- Supported the growth of Canada's largest massage therapy company from 22 to 72 locations in under three years
- Coordinated IT and construction for about 50 new clinic build-outs and a new downtown Toronto head office: networks, security, POS and scheduling
- Delivered website updates and integrations with the Booker POS, scheduling and online booking platforms

Computer Systems Analyst, HairClub

Boca Raton, FL | 03/2011 to 07/2015

- Resolved 450+ tickets per month, reaching top ticket-closing status in the IT department, and mentored support technicians
- Upgraded 32 of 96 centers with new PCs, printers, laptops, Cisco ASA firewalls, Catalyst switches and Mitel phones

Field Technical Engineer, PeopleToGo (client engagements incl. Getronics)

Montreal, QC, Canada | 12/2002 to 11/2010

- Migrated branches of Quebec's largest credit union from Token Ring to Ethernet, replacing IBM MAUs with Cisco Catalyst switches
- Supported OS/2 Warp to Windows 2000 and Lotus Notes to Outlook migrations for a banking client

SKILLS

AI strategy and governance, Amazon Connect, Bedrock, Lex, Polly, Q, AWS, Azure, Microsoft 365 administration, Copilot Studio, Salesforce, RingCentral, Dynamics GP, Power BI, Microsoft Fabric, SQL, Python, SSRS, Advanced Excel, Google Analytics

CERTIFICATIONS

Project Management Professional (PMP); Scrum Master Certified (SMC); SAFe Fundamentals; Six Sigma Green Belt; ITIL v3 Foundation; AWS Certified Cloud Practitioner (CLF-C02); AWS Certified AI Practitioner (AIF-C01); Certified AI Specialist (CAIS); Certified AI Marketer (CAIM); AI for Product Management (AIPM)

EDUCATION

MBA, Master in Project Management and Master in AI for Business (60 ECTS each), Escuela de Negocios Europea de Barcelona, certified by Universidad Internacional Isabel I de Castilla, Spain, 2025

Cybersecurity: Managing Risk in the Information Age, Harvard University, Office of the Vice Provost for Advances in Learning with HarvardX, 2018

AFFILIATIONS

Forbes Technology Council, member and contributor (2025 to present); Project Management Institute (PMI); International Institute of Business Analysis (IIBA)