

SaaS Development Leader

Leadership and Strategy | Technical Expertise | Product Development Collaboration and Communication

Customer focused technical leader with a track record of building and delivering SaaS platforms. Broad experience building high performing development teams and growing new and existing product lines. Expertise in integrations, APIs, mobile-first mentality, tech debt reduction, optimizing software development processes including Agile, and solving problems using technology solutions. With 18 years of SaaS management and 13 years of hands-on coding.

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| <input checked="" type="checkbox"/> Fostering a culture of innovation | <input checked="" type="checkbox"/> Leader of technical vision |
| <input checked="" type="checkbox"/> Build strong relationships with stakeholders | <input checked="" type="checkbox"/> Collaborative strategic roadmap building |
| <input checked="" type="checkbox"/> Quality, SLA and performance focused | <input checked="" type="checkbox"/> On top of technical industry trends |

Professional Experience

Successware, Columbia, MD (remote) 2021 - 2024

Senior Director of Software Development

- Drove next generation rewrite of a legacy monolithic system to an innovative Cloud Native platform (AWS), using Lambda, EKS, RDS, ElastiCache, SNS and many other cloud solutions.
- Overseeing 20+ direct reports of onshore and many offshore managers/leaders of Engineers, QA, UI/UX, SRE, Architects, DevOps and Performance/Automated Testing.
- Coordinating React Mobile, Platform, PostgreSQL and maintenance engineers across multiple firms and dozens of SOWs. Implementing Datadog, OpenSearch and Elasticsearch.
- Tight coordination with Product, Support, Legacy, and SaaS Managed Services teams. 99.95% uptime SLA.
- Implemented GitFlow release branching management, GA4 custom dashboards and analytics reporting.
- Created a custom versioning process for microservice hotfixes, which included Flyway database scripts.
- Spearheaded the automated end to end testing framework which resulted in a 30%+ reduction in manual testing. Evaluated low code/no code automation with Testrigor and javascript heavy frameworks like Cypress.
- Produced a plan to reduce the technical debt, focus on innovation and continuous improvement.
- Coordinated effort to onboard and integrate 3 different merchant providers into the new cloud based application, and the legacy monolithic system. Overseeing API development using OpenAI and Swagger.

Ruffalo Noel Levitz, Cedar Rapids, IA (remote) 2019 - 2021

Head of Java of Software Development

- Overseeing 5 different Java platforms in the Higher Education fundraising sector which generated 70% of the SaaS revenue. The Java team was the largest development group in the organization, both remote & offshore.
- Implemented New Relic to monitor performance, SolarWinds to observe and troubleshoot networks, and SonarQube for static code analysis. Pipeline improvements created a 40% reduction of production failures.
- Created technical debt roadmap plan for upgrading to Java 11, Wildfly 20, jQuery 3.15, and Query UI 1.12
- Achieved complete UI rewrite going from IE 11 only support, to all modern browsers. With a 90% adoption rate.
- Switched from an analog phone dialing solution to a true browser based WebRTC calling implementation.
- Integration with many 3rd party vendors such as payment processors, personalized video and SMS texting.
- Multi-year PCI compliant, integrations with half dozen payment providers. Paypal, Blackbaud, Authorize.

Debt Pay Pro, Schaumburg, IL (hybrid) 2018 - 2019

Head of Software Development

- Bootstrapped, successful FinTech startup company. Employee #38, small 10+ person development team.

- Managing 30+ integrations with 3rd party vendors such as merchant accounts, payment gateways, phone dialers, credit/finance companies.
- Lead the migration from datacenter hosted servers to AWS EC2 and MariaDB, partnering with REAN Cloud.
- Partnered with technical support, implementation and sales to establish product focused goals for improving the customer experience and increasing quality.
- Processes improvement, reduced the pull request time to merging in production from 72 days to 7 days.
- Formalized interviews, on-boarding and developer KPIs. Created coding exercise for interviews.

Follett School Solutions, Mchenry, IL (hybrid) 2012 - 2017

Head of Accelerated Solutions Group (R&D)

- Group was created to work closely with customers, develop and release in extremely short timeframes. The goal was to implement a rapid release cycles. Invest in new technology such as Node and MongoDB.
- Outspoken contributor to a 3 year "Next Generation" strategy, leading the technology side contributing leading edge innovative solutions that aligned with the strategy.
- Worked collaboratively and effectively with our C level, business partners, product owners and customers.
- Responsibilities included taking key business strategies from ideas to reality, including the roles of product/project manager, technical lead, and QA lead in addition to the group management role.
- Mastered continuous delivery (CD), releasing code dozens of times per day. Training core team of 100+ on CD.
- Managed and coordinated engineers remotely, mastering collaboration and ensuring team synergy.
- Established a standard for analytics within legacy and new products utilizing Google Analytics and Mixpanel.

Follett Software Company, Mchenry, IL (hybrid) 2006 - 2012

Senior Software Development Manager

- Dual role of managing 20+ senior level developers and the technical lead overseeing multiple SaaS projects.
- Lead the on-boarding of 65+ consultants and 25+ full-time associates. Created annual goals and KPIs.
- Had ownership of 2 large technology acquisitions and developed integration strategies.
- Shared management of \$30M budget, software architects, software developers, and quality assurance testers.
- Managed multiple teams across numerous technologies such as .NET, C#, Ruby, Objective C/Swift, and Java.
- Lead the management group in the project schedules, resource allocation, associate training/mentoring, development policy creation, budgeting, and the portfolio view to C level management.
- Agile coach who traveled 35% to newly acquired companies to embed with them, train and mentor their management, team leads, and development teams on best practices of agile development.

Follett Software Company, Mchenry, IL (onsite) - Principal Software Engineer 1993 - 2006

Principal Software Engineer

- Lead the Mobile Quest group which created iOS/Android native applications. Lead the technical design of the restful API, versioning, agility, and coordination between outsourced UI/UX firm and delivery of applications.
- Technical lead on Destiny Quest and MyQuest. Quest was Follett's next generation library search tool.
- Technical lead on the Destiny platform, the leading \$65M+ SaaS school management system.
- Lead the adoption of Java, Agile, using Extreme Programming, TDD, pairing to deliver on time and on quality.
- Acted as the Extreme Programming Agile Coach across 11 project teams helping teams stay on process.

Education

Mchenry County College - Associates in CIS

Columbia College Chicago - Bachelor of Science in Computer Science

Contributions

Speaker and Sponsor of the Software Craftsmanship Mchenry County organization

Member of the advisory committee for Lake County Technology Campus

Credited lead book reviewer for Responsive Web Design with jQuery ISBN 9781782163602