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Leadership & Strategy | Technical Acumen | AI Advocate | Product Development | Trusted Advisor | Collaborative

Software Development Leader with 19 years of experience scaling SaaS platforms and driving business growth through strategic technical initiatives. Proven ability to build and lead high-performing cross-functional teams across web, mobile, and backend domains. Expertise in cloud-native architectures, API development, and mobile-first design. A strong technical foundation, built on 14 years of hands-on full-stack coding experience, enables effective problem-solving and delivery of customer-focused solutions. Consistently delivers secure, scalable, and reliable systems, optimizing CI/CD pipelines and aligning technical roadmaps with business objectives.

- ★ Collaborative AI strategic roadmap building
- ★ Build strong partnerships with stakeholders
- ★ Quality, SLA and performance focused
- ★ Leader of technical vision, culture of innovation
- ★ Thrive in dynamic, fast-paced environments
- ★ Cross team development, mentorship

Professional Experience

Senior Director of Software Engineering, GlobalMed, Scottsdale, AZ (remote) 2024 - 2025

- Startup GlobalMed is the world's leading telehealth technology provider. MedTech SaaS platform used in the U.S. Defense Health Agency's to Operate on the DoD network, the VA and White House Medical Unit.
- Led all onshore and offshore software development for both government and commercial clients, ensuring successful project delivery and customer satisfaction.
- An experienced AI advocate with a deep understanding of the ethical implications and transformative potential of AI. Committed to guiding organizations in responsibly adopting AI technologies.
- Successfully established and managed key technology partnerships as part of the AI task force, driving the adoption of AI solutions and contributing to the achievement of strategic annual goals.
- Demonstrated expertise in vulnerability management and remediation by collaborating with the vCISO to address 95% of critical security vulnerabilities (Cat1 and Cat2) across workstations and Azure environments.
- Ensured a highly secure environment, achieving compliance with HIPAA, SOC 2, ISO 27001, and other relevant security frameworks. Secure exchange of EHR data using HL7 and HL7 FHIR specifications.
- Established a collaborative Scrum framework between Product and Development teams, ensuring a transparent and strategic product roadmap for enhanced alignment and efficiency.
- Led the rewrite of the eNcounter Now SaaS and wellness platform, including a shared video conferencing component for web and native iOS/Android applications. Reduced technical debt by 75% through a strategic upgrade to .NET 8.
- Developed strong engineering talent by leading the onboarding process for Developers, DevOps, and QA, providing mentorship and coaching to foster their growth. This resulted in a 30% increase in sprint velocity and a more collaborative and high-performing team.
- Conducted OWASP and SAST security vulnerability testing and analysis for C# and JavaScript code, successfully identifying and remediating critical vulnerabilities such as SQL injection and XSS.
- Azure DevOps, AWS, Postgres, Firebase, .Net, C#, Java, Kotlin, GraphQL, NodeJS, ReactJS, Android/iOS.

Senior Director of Software Engineering, Successware, Columbia, MD (remote) 2021 - 2024

- Startup Successware is a fully integrated home services B2B software solution. Integrated accounting, scheduling, dispatching, invoicing, inventory and smart mobile technician iOS/Android app including payments.
- Led the modernization of a legacy desktop system, transforming it into a cutting-edge cloud-native platform on AWS through a complete system rewrite. Leveraged modern AWS technologies and architectural best practices to improve scalability, performance, and maintainability, utilizing tools and services such as Infrastructure as Code (IaC) with Terraform, serverless Lambda, EKS (Kubernetes), RDS, ElastiCache, SNS, SES, CloudFormation, and CloudFront.

- Scaled the team by 80% in 6 months to achieve platform rewrite goal. This involved leading a team of over 160 engineers, including architects, developers, QA, DBAs, and DevOps, and implementing a robust CI/CD automated release pipeline that included SonarQube, unit test and integration test quality gates.
- Directed a performance testing team to optimize system performance, achieving sub-second response times even with a user load of 10,000 concurrent users. This significantly improved user satisfaction, reduced bounce rates, and enhanced the overall user experience.
- Coordinating React Native with Kotlin, Java teams, PostgreSQL, GraphQL and maintenance engineers across multiple firms and dozens of SOWs. Deployed Datadog, OpenSearch and Elasticsearch. Implemented OAuth 2.
- Strategic ally with Product, Support, Legacy, and SaaS Managed Services teams, fostering collaboration to ensure seamless operations and service delivery. Achieved and maintained a 99.95% uptime SLA, driving operational excellence and minimizing service disruptions across the organization.
- Introduced GitFlow, Flyway, Microservices versioning process change resulted in 45% reduction in merge non-production release issues. Trained on JMeter performance testing, created GA4 custom dashboards.
- Brought on AI based TestRigor for automated testing framework resulting in a 30% reduction in manual testing.
- Coordinated effort to onboard and integrate merchant providers into the new cloud based application, and the legacy monolithic system. Overseeing REST API development using GraphQL, OpenAI, testing with Postman.

Head of Java of Software Engineering, Ruffalo Noel Levitz , Cedar Rapids, IA (remote) 2019 - 2021

- Led a geographically distributed team of engineers and QA supporting Java platforms vital to a HigherEd fundraising SaaS solution. Optimized development workflows and system performance by implementing tools such as Postman for API validation, JMeter for performance testing, and RabbitMQ for message queuing, achieving a 25% improvement in overall system efficiency.
- Demonstrated leadership by driving product roadmapping, shaping business strategy, and cultivating a high-performing team culture grounded in data-driven decision-making.
- Addressed key challenges in system monitoring, network troubleshooting, and code quality by implementing New Relic, SolarWinds, and SonarQube. These efforts, combined with CI/CD pipeline improvements, resulted in a significant 40% reduction in production failures.
- Developed and executed a technical debt reduction plan to upgrade core technologies, including Java 11, WildFly 20, jQuery 3.15, and jQuery UI 1.12. Achieved a 25% improvement in SaaS performance and stability.
- Revamped the user interface using the latest responsive Bootstrap library, expanding browser support from Internet Explorer 11 to all modern browsers. Eliminated the legacy browser support burden entirely, enabling a shift toward modern, efficient browsers while enhancing accessibility and boosting user engagement.
- Cut operational costs by 30% by replacing the legacy analog phone system with a scalable, web-based WebRTC solution. Implemented high-quality, browser-based communication without the need for additional software or hardware, simplifying user connectivity, enhancing real-time communication efficiency, and reducing latency compared to the outdated system.
- Integrated vendors such as payment processors (PCI compliance), personalized video and Twilio SMS texting.
- Full Atlassian suite, GIT bitbucket, Jira, Trello, Confluence to help improve efficiency and streamline workflows.

Head of Software Engineering, Debt Pay Pro, Schaumburg, IL (hybrid) 2018 - 2019

- As an early employee (#38) at a successful bootstrapped FinTech startup, played a key role in driving the company's growth by leading the development and delivery of innovative software solutions.
- Directed the complex migration of an on-premises data center to AWS, transitioning to EC2 instances and MariaDB databases. Coordinated over 30 vendor integrations, including merchant accounts, payment gateways, phone dialers, and credit/finance companies, ensuring seamless migration with minimal disruption to business operations.
- Effectively unified technical support, product, implementation, and sales teams around common product-focused goals, fostering collaboration and ensuring alignment toward shared objectives.

- Enhanced development efficiency by streamlining processes and cutting pull request merge times by 90%, leading to faster delivery cycles, higher developer productivity, and accelerated time to market.

Head of Accelerated Solutions Group (R&D), Follett School Solutions, Mchenry, IL (hybrid) 2012 - 2017

- Spearheaded the creation of an internal R&D startup to accelerate innovation and drive key business strategies. Collaborated closely with the product team and customers to develop and release solutions in extremely short timeframes, implementing rapid release cycles for increased agility and responsiveness.
- Highly motivated R&D leader with a proven track record of delivering usable proof-of-concept solutions. Passionate about collaborating with product and design teams to create innovative and user-friendly products.
- Technology: GIT, Angular, NodeJS/Express, Typescript, React, MongoDB, Firebase, RESTful, AWS, Azure, GCP.
- Agile process discovery: XP, Scrum, Kanban, Lean, SAFe, Agile Hybrid with Scrumban, FDD. Mastered CI/CD.

Senior Software Engineering Manager, Follett Learning, Mchenry, IL (hybrid) 2006 - 2012

- Led a team of 22 senior developers, providing technical direction and strategic oversight for six independent SaaS products.
- Led the onboarding process for 65 consultants and 25 full-time associates, driving a 38% increase in consulting staff. Defined and implemented annual goals and KPIs to ensure alignment and success.
- Managed the acquisition and integration of two significant technology platforms, designing and implementing comprehensive strategies. Specializing in efficient Jenkins CI/CD pipelines to optimize the joint build process.
- Managed all aspects of project management, including defining project schedules, optimizing resource allocation, mentoring and developing team members, establishing development policies, managing budgets, and delivering clear portfolio updates to C-level executives.
- Guiding technologies Java J2EE, JBoss, Tomcat, MS SQL, MySQL, Ruby/Rails, Perl, Puppet, Ansible, Docker.

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

- Served as the lead Java developer and technical expert on a project to rewrite a legacy C++ SaaS system. My responsibilities included designing and implementing key components, mentoring junior developers, and providing training on new technologies.
- Lead the Mobile group creating iOS/Android native applications. Created the restful API, managed versioning, agility, and coordination between outsourced UI/UX firm and delivery of applications.
- Proactive and highly motivated individual who thrives on taking ownership and consistently seeks opportunities to make a positive impact and add value for customers.
- Drove Agile adoption, using Extreme Programming, TDD, BDD. XP Agile Coach across 11 project teams.
- Programming included C/C++, Object Pascal (Delphi), Java, .NET, Ruby on Rails, ColdFusion and Javascript.

Education

Mchenry County College - Associates of Science in Computer Science

Columbia College Chicago - Bachelor of Science in Computer Science

Contributions

Industry Advisor, Lake County Technology Campus - Providing industry insights and expertise to the technology campus, informing curriculum direction and program development. Strategic planning initiatives and campus mission

Principal Tech Advisor for Car-Dun-AI Training - Providing tech guidance & oversight for all club technology initiatives

Speaker and Sponsor of the Software Craftsmanship Mchenry County organization

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