

Summary

I am a strategic leader of globally distributed software delivery teams, having 20 years of experience in software engineering, including 12 years of progressive leadership roles. I take pride in delivering scalable, high-availability, enterprise-ready SaaS web applications. I am passionate about developing excellent people, implementing efficient processes, and delivering exceptional products that delight every customer.

Professional Experience

Bitfocus

Chief Technology Officer

01/2023 – Present

- Managed an internationally distributed team of 50+, including directors, managers, and contributors in all Product Management, Engineering, and DevOps/Infrastructure disciplines
- Implemented improved agile development processes, providing enhanced visibility into and greater control of the intake and execution of work, especially within offshore teams
- Established technology strategy for current and next generation products to align product direction with industry needs and address technical debt
- Implemented improved change control process and procedures for managing changes to production systems
- Implemented improved incident response process and procedures for handling security incidents within the system
- Owned and supported technology controls for SOC 2 audit, leading to completion of audit with no exceptions
- Led data engineering team through delivering a brand new data lake/data warehouse product to enable our customers to gain greater analytical insights into their data
- Set strategy for and led engineering team through accelerating the development of the next generation of our primary SaaS product, leading to planned beta launch in Fall 2024
- Managed \$4.6M R&D budget

DaySmart Software / AppointmentPlus

VP of Technology

10/2019 - 09/2022

- Built and managed an internationally distributed team of 40+ directors, managers, and engineers in all product delivery disciplines.
- Worked with executive leadership, business stakeholders, and product teams to develop product mission, core product value, and overall product strategy
- Worked with Platform and Operations teams to migrate application from physical hardware to AWS, utilizing IaaS with CloudFormation, CodePipeline, EC2, Aurora, S3 and other cloud native solutions
- Implemented application monitoring tools into legacy and next generation platforms to aid in visibility of application health
- Increased release frequency and improved release processes, documentation, and communication

Nate Brown

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Dallas/Fort Worth Metro Area

- Directed product development team through making data-driven product strategy decisions
- Worked with QA teams to improve test coverage and eliminate invalid tests, decreasing test suite execution time and decreasing failed releases
- Collaborated with Finance team and auditors to improve efforts around capturing data for capitalizing software development hours and capturing R&D tax credits
- Implemented strategy shift to capitalize on growth opportunities during 2020 pandemic, leading to consistent MoM revenue growth in 2020, and eventual acquisition by DaySmart Software in 2021
- As needed, provided hands on support in architecting, developing, building, troubleshooting and deploying code

Director of Software Engineering

02/2016 - 09/2019

- Led software engineering teams of 2 managers and 25+ engineers in 3 countries, developing 10+ core products
- Created people management framework and leadership growth model designed to inspire individuals and encourage “bottom up” innovation
- Developed product strategy and project plan for development of next generation versions of flagship products
- Participated in executive leadership meetings, contributing to definition of company vision and strategy and development of product roadmap
- Defined and implemented framework for capitalization of software development hours and amortization of software development costs

Software Engineering Manager

07/2012 - 01/2016

- Maintained oversight of software development activities for core product and custom apps
- Managed 15+ developers across 3 teams in development of new features, custom enterprise modifications, and software maintenance
- Implemented Scrum and Kanban Agile methodologies to align with business needs
- Implemented procedures for source code management, code reviews, versioning and release strategies
- Developed professional development program aimed at developing the soft skills of software developers

Lead Software Developer

06/2010 - 06/2012

- Developed product’s first REST API supporting 28M requests/month
- Designed and implemented application’s first major UI/UX redesign for administrative interface
- Developed utilities to automate client conversion and implementation tasks
- Participated in all phases of planning, developing, testing and delivering new product features

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ER SaaS (Enterprise Ready SaaS) Project

Founder

02/2018 - 01/2021

Founded the Enterprise-Ready Software as a Service (ER SaaS) project to provide a working definition of what it means to build a SaaS application that is fit to serve the needs of the enterprise market. With input from professionals in infrastructure, software engineering, and quality assurance, the desire is to provide a rubric by which to measure the overall viability of an application when it comes to serving the enterprise market.

The University of Arizona College of Medicine – Phoenix

Senior Applications Systems Analyst

06/2008 - 05/2010

Self-Employed / Freelance

Freelance Web Developer

01/2003 - 05/2010

Saint Xavier University

Workstation Specialist

06/2004 - 06/2008

Education

Saint Xavier University

B.S. in Computer Science

2003 - 2007