

## 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

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### Chief Technology Officer

Bitfocus

Jan 2023 – May 2024

Remote



#### Tech Stack

LAMP (PHP 8.x, MariaDB),  
Angular, VueJS, AWS (EC2,  
Lambda, RDS, S3, AppSync,  
Amplify, Athena, Glue)

- Managed an internationally distributed team of 50+, including directors, managers, and contributors in all Product Management, Engineering, Quality Assurance, and DevOps/Infrastructure disciplines; Managed \$4.6M R&D budget
  - 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 stabilizing the current generation product and accelerating development of the next generation products to align with industry needs and business objectives
  - Implemented improved change control process and procedures for tracking, approving, executing, and communicating changes to production systems
  - Implemented improved incident response process and procedures for handling security incidents within the system
  - Implemented cost efficiency measures to decrease AWS infrastructure costs by 15%
  - Owned and supported technology controls for SOC 2 audit, leading to completion of SOC 2 Type II 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
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**VP of Technology**

DaySmart Appointments  
(AppointmentPlus)  
Oct 2019 – Sept 2022  
Remote



**Tech Stack**

LAMP (PHP 7.x, MariaDB),  
Angular, React, AWS (EC2,  
RDS, S3)

- 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
- 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**

DaySmart Appointments  
(AppointmentPlus)  
Feb 2016 – Sept 2019  
Scottsdale, AZ



**Tech Stack**

LAMP (PHP 7.x, MariaDB),  
Angular, React, AWS (EC2,  
RDS, S3)

- 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**

DaySmart Appointments  
(AppointmentPlus)  
Jul 2012 – Jan 2016  
Scottsdale, AZ



**Tech Stack**

LAMP (PHP 7.x, MariaDB),  
Angular, React, AWS (EC2,  
RDS, S3)

- 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**

DaySmart Appointments  
(AppointmentPlus)  
Jun 2010 – Jun 2012  
Scottsdale, AZ



**Tech Stack**

LAMP (PHP 7.x, MariaDB),  
Angular, React, AWS (EC2,  
RDS, S3)

- 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

**Founder**

Enterprise Ready SaaS  
Feb 2018 – Jan 2021  
Phoenix, AZ



- 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.

**Senior Applications Systems Analyst**

The University of Arizona  
College of Medicine –  
Phoenix  
Jun 2008 – May 2010  
Phoenix, AZ



- Supported the web development needs of students, faculty, and staff on local campus as the sole applications systems analyst; collaborated with developers at Tucson campus for college-wide projects.
- Developed new web applications as needed to support, improve, or replace administrative processes.
- Managed all phases of each project from planning through requirements analysis, development, testing, and revision.
- Participated in faculty development sessions, training faculty in various areas of educational technology.

**Freelance Multimedia Developer**

Self-Employed  
Jan 2003 – May 2010

- Developed standards-compliant websites with e-commerce, PHP/MySQL CMS, multimedia components, and other functionality
- Created original graphic designs for brochures, business cards, postcards, invitations, DVDs and other multimedia products
- Past clients include:
  - International Trauma Life Support Arizona
  - Arizona College of Emergency Physicians
  - Association of Biomedical Communications Directors
  - Case Management Society of America – Arizona Chapter
  - Health & Science Communications Association
  - XS Tennis

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**Workstation Specialist**

Saint Xavier University  
Jan 2004 – Jun 2008  
Chicago, IL



**Saint Xavier**  
UNIVERSITY

- Provided Tier 2 and Tier 3 support for 5,000 students and several hundred faculty and staff on all campus systems, including Active Directory, Exchange, Datatel UI, BlackBoard, CBORD Odyssey PCS, and WinPak systems
- Planned and conducted training sessions for faculty, staff, and students, and developed documentation for use of campus technology resources and desktop applications
- Served as Technology Advisor on the Center for the Advancement of Teaching and Learning Advisory Board
- Served as System Administrator for the Blackboard Learning Management System, providing support for both students and faculty
- Created documentation for interns/specialists and end users, and conducted training for both Information Services staff and end users
- Assisted in several new student orientations, introducing students to campus technology and information services
- Developed software to automate common installation processes within the Workstation Services Group.

# Nate Brown

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Little Elm, TX, USA

## Education

### Saint Xavier University

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B.S. in Computer Science

2003 – 2007

## Presentations

### Woz U Byte Club - Scottsdale, AZ

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2018

- Why I Stopped Chasing Influence: The Introduction-to-Inspiration Leadership Growth Model

### Woz U Students - Scottsdale, AZ

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2018

- Building Enterprise Ready Software [ [Slides](#) ]
- Progressing In Your Career As A Software Developer

### Desert Code Camp 2017.1 - Phoenix, AZ

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2017

- Progressing as a Software Developer [ [Slides](#) | [Video](#) ]
- Succeeding as a New Leader in Technology [ [Slides](#) ]