

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



Chief Technology Officer

Bitfocus

Las Vegas, NV (Remote)

Jan 2023 - May 2024

- 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
- Tech Stack: LAMP (PHP 8.x, MariaDB), Angular, VueJS, AWS (EC2, Lambda, RDS, S3, AppSync, Amplify, Athena, Glue), Postgres, Dbt



VP of Technology

DaySmart Appointments (AppointmentPlus)

Scottsdale, AZ (Remote)

Oct 2019 - Sept 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
- 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
- Tech Stack: LAMP (PHP 7.x, MariaDB), Laravel, Angular, React, AWS (EC2, RDS, S3), C#, VMWare, Ansible



Director of Software Engineering
DaySmart Appointments (AppointmentPlus)
Scottsdale, AZ

Feb 2016 - Sept 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
- Tech Stack: LAMP (PHP 7.x, MariaDB), Laravel, Angular, React, AWS (EC2, RDS, S3), C#, VMWare, Ansible



Software Engineering Manager
DaySmart Appointments (AppointmentPlus)
Scottsdale, AZ

Jul 2012 - Jan 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
- Tech Stack: LAMP (PHP 7.x, MariaDB), Laravel, Angular, React, AWS (EC2, RDS, S3), C#, VMWare



Lead Software Engineer
DaySmart Appointments (AppointmentPlus)
Scottsdale, AZ

Jun 2010 - Jun 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
- Tech Stack: LAMP (PHP 7.x, MariaDB), Laravel, Angular, React, AWS (EC2, RDS, S3), C#, VMWare



Founder
Enterprise Ready SaaS
Phoenix, AZ

Feb 2018 - Jan 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.



Senior Applications Systems Analyst
The University of Arizona College of Medicine – Phoenix
Phoenix, AZ

Jun 2008 - May 2010

- 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

Phoenix, AZ

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



Workstation Specialist

Saint Xavier University

Chicago, IL

Jan 2004 - Jun 2008

- 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.

Education

Saint Xavier University

Bachelor of Science in Computer Science

2003 - 2007

Presentations

Woz U Byte Club - Scottsdale, AZ

2018

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

Woz U Students - Scottsdale, AZ

2018

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

Desert Code Camp 2017.1 - Phoenix, AZ

2017

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