

SUMMARY

A strong, hands-on, technical leader with extensive software development and management experience. Experience building and motivating highly productive teams in both large and small organizations. Inquisitive thinker with a driven personality and a successful record of product delivery. Demonstrated strength in leveraging proven software development methodologies to develop, release and support complex software systems.

EXPERTISE

Product Development · Engineering Management · Product Quality and Testing · Customer Service and Support · Development methodologies including Agile and Lean · Release Engineering including Continuous Integration and Delivery · Literate in several programming languages, competent in Java · Database design and development · Scalable application architecture and delivery · Video · Storage · Mobile app development · Linux operating system · Public Cloud Infrastructure · Written and verbal communications

WORK EXPERIENCE

Codeship Inc., Cambridge, MA – November 2014 to present

Vice President, Engineering

Aereo Inc., Boston, MA – September 2013 to November 2014

Vice President, Software Engineering

Oversaw software development for Aereo's over-the-top television and cloud DVR platform. Led an experienced team in the buildout of service-oriented architecture supporting a geo-distributed deployment for localized video source acquisition and delivery meeting horizontal and vertical scaling needs. Areas of responsibility included: Android, iOS, Roku, Chromecast, and web applications, multi-tiered API and data access platform, business intelligence platform, transaction server, video streaming server, real-time video transcoding, and embedded software on custom hardware. Tech included Objective C (iOS), Java (Android), Javascript, HTML5, CSS, SASS, LAMP stack, Redis, C++ server, C++ embedded software, and Apache Thrift for inter-service communications

- Led the software rollout to 15 US markets
- Increased video transcoding throughput to 2MM hours of per month / 26.4PB addressable video playback
- Spearheaded Android implementation with 4.2 customer rating in Google Play Store / 88,000 installs

Brightcove Inc., Boston, MA - January 2012 to September 2013

Senior Manager, Software Engineering

Led teams responsible for video ingestion, transcoding, digital rights management (DRM), archival storage, content delivery network (CDN) management, and video origin serving for Brightcove's industry-leading online video platform (OVP) product, Video Cloud. Delivered SaaS application features and architecture supporting a massive scale, high-bandwidth, high-throughput platform for video transformation and delivery.

- Successfully brought new features to market across all product areas using a seamless, decoupled model of continuous delivery
- Managed high performing, self-organizing teams following model Agile approach

Bullhorn Inc., Boston, MA - July 2008 to December 2011

Director, Software Engineering - June 2010 to December 2011

Led software development for the flagship front-office ATS/CRM product for staffing and recruiting professionals

- Managed a 17-person development and QA organization including engineering management, QA

management, architects, software engineers (Java - Spring/Hibernate, Flex/ActionScript, JavaScript/CSS3/HTML5), and QA engineers

- Focused on organizational leadership and instituting lightweight process, following Agile methodology, ensuring high quality while maintaining efficiency and innovation.
- Consistently released new features and products on-time, following an iterative approach to ensure customer adoption measured by net promoter score and continuous refinement based on feedback.

Manager, Software Quality Engineering - July 2008 to June 2010

Led QA team, set and maintained quality goals, and provided discipline leadership over company QA processes.

- Instituted a best of breed quality assurance practice including regression suite, functional testing, automated testing, continuous integration, defect tracking, and detailed metrics.
- Lead organization through a transition to agile/scrum software development methodology including training scrum masters and mentoring team members.
- Saw significant improvement in product quality as measured by defect rates and customer satisfaction while reducing development time and efficiency.

Adobe Systems Inc., Newton, MA - June 2000 to July 2008

Critical Situation Manager, Americas Customer Care - May 2007 to July 2008

Responsible for ensuring the success of Adobe's largest and most strategic customers by gaining resolution to critical issues as required to meet their business continuity needs.

- Built on-demand, cross-functional "SWAT" teams typically composed of development/QA resources, product management, technical support, sales, and executive management to quickly solve customer problems and regain confidence.
- Improved large enterprise customer satisfaction and assisted sales growth in referenced accounts

Manager, Flex and Flash Media Server Support – March 2005 to May 2007

(Macromedia Inc. - acquired by Adobe Systems 12/2005)

Responsible for managing a team of senior level engineers

- Delivered personalized, high-touch support programs to Adobe's enterprise customers specializing in complex, developer oriented products.
- Helped drive early adoption of developer products among key enterprise customers

Principal Quality Assurance Engineer - September 2001 to March 2005

Technical lead on the ColdFusion and Flex Quality Assurance teams

- Focus on product performance. Extensive work tuning the products and testing for reliability, availability, and stability.
- Technical lead for product security and member of security response team.

Principal Product Support Engineer - June 2000 to September 2001

(Allaire Corporation - acquired by Macromedia Inc. 1/2001)

Responsible for support escalation engineering and domain expertise on the ColdFusion and Spectra products.

Federal Government Contractor, Washington, DC – August 1999 to May 2000

United States Mint – Senior Web Applications Programmer – February 2000 - May 2000

Architected and coded a large scale e-commerce application and deployment for www.usmint.gov including high performance, high availability and scalability to support large transaction volume.

Federal Aviation Administration – Software Programmer – August 1999 - February 2000

Architected and coded several large scale web applications for the FAA Flight Standard Service used for certification and inspection of commercial aircraft.

Online Communications, Washington, DC - February 1998 to July 1999

Director of Programming Services

Responsible for producing or overseeing all application coding for web and multimedia customers of a boutique firm specializing in pharmaceutical, medical and trade association clients. Built or oversaw web application development for a wide variety of projects ranging from pharmaceutical marketing web sites to continuing education multimedia/video applications.

EDUCATION

The Johns Hopkins University Baltimore, MD
Bachelor of Arts, Earth and Planetary Science, 1998

INTERESTS

Being active - skiing, mountain biking, road biking, running and hiking. Music, photography, travel, cooking, reading and learning new things.