

I'm experienced in building great software. My primary expertise is leading software organizations of varying sizes/stages to be high performing and to deliver high quality, high value product in a transparent and predictable way.

Areas of expertise and interest

SaaS • cloud infrastructure and delivery • software development processes i.e. agile, scrum, kanban, lean • building positive and enduring corporate culture • scaling software teams and processes • attracting and retaining top talent • building at high velocity while minimizing technical debt • effective communication • globally distributed teams • collaborative management • developer operated services • modern software architecture including microservice and serverless • containerized delivery and orchestrated deployment • continuous integration and delivery • IoT • mobile delivery • developer tools • woodwind instruments • alpine skiing

Areas of active development

building a workplace embracing diversity and inclusion • empathy • patience • metrics driven performance management • chaos engineering • encouraging career development • guitar • personal fitness

Experience

Bevi – August 2019 to June 2020

Vice President, Software Engineering

Software for advanced IoT devices that dispense customized beverages. SaaS IoT cloud data collection and management. IoT Data Science program including scaled data collection, data lake, machine learning data platform, data warehouse, and business intelligence and analytics. Mobile development and robotics software discipline for IoT devices.

CloudBees Inc. – February 2018 to July 2019

Area Vice President, Engineering

Building channels for developer and customer engagement including web properties and common back-end services powering the engagement experience. Leading software delivery and cloud operations teams. Leading SaaS CI/CD product and next generation open source development teams.

Codeship Inc. – November 2014 to February 2018

Vice President, Engineering

(Codeship Inc. - acquired by CloudBees 2/2018)

Building the industry-leading SaaS Continuous Integration, Continuous Delivery product. Built and led team responsible for creating and operating high-scale, resource intensive, cloud, multi-tenant service from seed stage through acquisition.

Aereo Inc. – September 2013 to November 2014

Vice President, Software Engineering

Software development for Aereo's over-the-top television and cloud DVR platform. Buildout of service-oriented architecture supporting a geo-distributed deployment for localized video source acquisition and delivery. 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.

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

Brightcove Inc. - January 2012 to September 2013

Senior Manager, Software Engineering

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.

Bullhorn Inc. - July 2008 to December 2011

Director, Software Engineering - June 2010 to December 2011

Flagship front-office ATS/CRM product for staffing and recruiting professionals

- 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.

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.

Adobe Systems Inc. - June 2000 to July 2008

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

Ensured 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 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)

Managed 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

Software engineering 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.

The Johns Hopkins University Baltimore, MD

Bachelor of Arts, Earth and Planetary Science, 1998