# Andrew Kloc

## SOFTWARE ENGINEERING LEADER

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## CORE SKILLS

**17 Years**
Software Engineering & Programming

**7 Years**
Leadership & People Management

**5 Years**
Agile Practice & Coaching

## EDU / CERTS

**Master of Business Administration**
*Canisius College, 2008 - 2011*

**Bachelor of Computer Science**
*University at Buffalo, 2002 - 2006*

**Certified ScrumMaster & Agile Leader**
*Scrum.org, 2019*

**SEI Software Architect**
*Carnegie Mellon University, 2010 - 2012*

**Microsoft MCSD: Modern Web Apps**
*2011*

## PROFESSIONAL SUMMARY

*I am an experienced software engineering manager specializing in autonomous team-building, pragmatic agile, and people management in dynamic and challenging environments.*

*I believe in leading by example and have been a passionate, self-motivated programmer since learning C++ in 1998.*

## RELEVANT EXPERIENCE

**Associate Director**, Software Engineering *(Liazon / Buffalo / 2015 – Current)*

Oversaw four software delivery teams and set strategy of ~200 person department. Interviewed, hired, set goals, held regular 1:1s with ~40 team members. Guided high-level architectural roadmaps with a focus on increasing testing automation for CI / CD enablement and cloud infrastructure migration.

- Scaled 3 diverse delivery teams from 25 team members to 4 teams of 50
- Coached three new successful people managers, two Agile Practitioners, and many software and quality engineers of various skill levels
- Regularly worked with technical and product stakeholders to maximize productivity, reduce defects, and remove impediments across department
- Provided high-level technical and architectural guidance to department in areas such as service breakouts, automated testing strategy, cloud strategy, and the overall SDLC
- Cultivated an agile and learning culture, e.g. creating "Feature-Free Fridays"
- Created a well-received career / leveling frameworks and roles based on individual and team autonomy, creativity, and bottom-line contributions
- Regularly organized and ran departmental presentations, status meetings, training sessions, and team-building events across department
- Created a BDD-based testing strategy that was widely adopted by the rest of the department; has since tripled the number of automated tests in use
- Wrote multiple chatbots used by the department to report key information and statistics (e.g., # of pull requests completed, # of defects outstanding, etc)

**Managing Consultant**, App Development *(Inergex / Buffalo / 2009 – 2015)*

Managed team of software application consulting competency, collaborating directly with clients to deliver technically diverse solutions.

**Senior Software Engineer**, Web Banking *(M&T Bank / Buffalo / 2005 – 2009)*

Lead initiatives to design and implement major new features on the bank's Web Banking platform, primarily using .NET technologies.