

John Wick

Engineering Manager

(111) 222-3390 • abc@email.com
MyCity, CA • linkedin.com/in/mylinkined

Summary

I am an accomplished engineering management leader having 11+ years of experience delivering high-impact software solutions in agile cloud native environment by fostering team excellence and leading software and systems teams to deliver distributed enterprise applications of high technical quality and value. Experienced in leading DevOps, new development and production support with cross functional interaction with operations, product management and business leadership.

Skills

- **Cloud Platforms:** AWS, GCP, Azure, Force.com
- **Collaboration Tools:** JIRA, Slack, Asana
- **Programming Languages / Scripting:** C, C++, Python, VF, HTML, JavaScript, PHP
- **DevOps:** Puppet, Chef, Docker, Kubernetes, DynaTrace, PagerDuty, Jenkins
- **SDLC:** Scrum, Agile, Kanban,
- **Databases:** MySQL, SQL, Postgres, Cassandra, Redis

WORK EXPERIENCE

Engineering Manager – B2B Systems

ABC Jun 2016 - Present

Oversaw technical projects in alignment with organizational goals that drove over \$6.5B in annual revenue for Mobile B2B. Built, led and provided mentorship to a very productive and collaborative team of 11 software and systems engineers and led them to multiple progressions and promotions for their career growth. Led the design of a resilient, secure, high availability cloud infrastructure in AWS in support of long-term engineering goals. Acted as the liaison between product, IT, and sales teams to understand customer demand for new features and prioritize the product roadmap. Led systems team for Vision 2021 initiative to automate repetitive, manual tasks to save the organization over 200 hours of manual effort each month using RPA. Simultaneously led two large scale projects with a collective budget of \$4M in Q2 2021 both of which were closed on time and under budget by \$750,000. Using Scrum methodologies ensured that the software development team had the resources to meet deadlines and escalated roadblocks to management when necessary. Planned and conducted Agile meetings across sprint planning, story grooming and daily stand ups. Assisted product owners and project managers in preparing and refining the backlog for Program Increment (large scale planning) as well as sprint planning. Led the team to deliver the product roadmap and met 96% of all feature deadlines by preemptively identifying and mitigating any engineering roadblocks. Coached the team to higher levels of scrum maturity at a sustainable pace helping to improve customer satisfaction by 22%. Provided regular status updates to appropriate steering committees, stakeholder groups, and executive leadership to make sure all parties were aligned with their expectations. Led and coordinated the daily stand-ups, sprint planning, sprint demos, sprint retrospectives and backlog refinements resulting in on-time delivery rate of 97%.

DevOps Engineer – DotCom

Companyabc Inc. Mar 2016 – Jun 2016

Built, maintained, and scaled large scale infrastructure for production, QA, and dev environments for a web app that grew to 1.5 million monthly users. Participated in process improvements of Company123 product page resulting in 4% faster load time that generates \$9B annually in revenue by leveraging browser caching and improving server response times. Using Python and Puppet automated the deployment of 100+ cloud servers using Docker, Kubernetes (GKE) and GCP. Led the architecture transition from a single monolithic app into microservices using Docker containers and implemented APIs to interact with each microservice. Participated in migration from OnPrem infrastructure for Company123 to GCP saving \$2.5M annually while improving performance. Worked closely and fostered partnership with product management and technical stakeholders to clarify the schedule, status, and details of each project.

Manager – Web Operations

ZYX Inc. May 2012 – Mar 2016

Led a team of 4 highly productive Site Reliability Engineers (DevOps) and worked alongside product managers to re-architect a multi-page web app into a single page web-app built in React resulting in a yearly revenue lift of \$1.1M. Took key design decisions based on technical constraints, tradeoffs and system capabilities. Implemented and maintained Continuous Integration/Continuous

Delivery CI/CD systems leading to an improvement in the time to ship new feature releases by 26%. Developed next-generation strategic architecture and existing infrastructure management tools for AWS reducing costs by \$372,000 annually. Led project planning, project execution and delivery of high impact. Owned forecasting and planning infrastructure needs resulting in 99.9% application up-time while maintaining a culture of work-life balance on the infrastructure team. Write code and scripting to maintain a responsive scalable infrastructure leading to a costs savings on \$148,000 annually in server costs. Built the logic for a streamlined ad-serving platform that scaled to our 100M users which improved the page speed by 14% after implementation. Led the company implementation and adoption of JIRA which reduced the time it took to create and manage tickets by an average of 2 days. Articulate and cultivate diverse and supportive culture within the team. Ensured IT security compliance and policies were followed in all project deliveries. Participated in sourcing and hiring new talent to the team. Ensured team is technically sound by providing opportunities of smart training so engineering team can excel in their tasks. Provide hands on support when needed. Foster hardworking culture within a curious team.

Cloud Infrastructure Engineer
[NINECLOU](#)

Feb 2012 – Apr 2012
San Mateo, CA

Worked on and supports automated builds, deployments, validations, and configurations in our public Salesforce environment. Fostered a culture of robust documentation as it pertained to release processes and CI/CD. Drove operational efficiency improvements which resulted in an increase in network efficiency of 11%. Owned production alerts and acted as the point of contact for all infrastructure incidents. Worked closely with the product team to build intelligent search functionality in Angular for an e-commerce site with a catalog of 4,000 products leading to an increase in page views per session of 14%. Overhauled the shell deploy scripts to implement a CI/CD process that reduced the time to deploy from 6 hours to 4 minutes. Worked across the software development life cycle to gather user requirements and streamlined process of requirement gathering.

Additional Experience

RF Engineer – ATT
Web Developer - hyx State University

May 2011 – Feb 2012
Jan 2008 – May 2011

Education

Masters of Science (MS), Computer Science – [hyx \(2014\)](#)
Bachelors of Science (BS), Computer Science – [hyx \(2010\)](#)

Certifications

CompTIA Linux+ Certified
SUSE Certified Linux Administrator (CLA)
LPIC Linux Professional Institute Certification -1
IBM Tivoli Storage Administrator