

Jamie Hartman

Director of Software Engineering

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Professional Summary

Director-level engineering leader with 21+ years in software development and 5+ years leading multi-team organizations. Drive enterprise platform and product initiatives across engineering and cross-functional partners, translating business strategy into durable technical roadmaps. Deep experience with cloud-native architecture, API-first services, microservices, and enterprise-grade reliability. Certified SAFe Practitioner who builds high-performing teams, coaches managers, and delivers measurable outcomes.

Core Competencies

- Engineering leadership, multi-team execution, and org operating rhythm
- Platform engineering, API-first services, and shared tooling
- Cloud-native architecture (AWS/GCP), microservices, and reliability
- Modern SDLC, CI/CD, and agile delivery at scale
- Cross-functional partnership, stakeholder alignment, and roadmap ownership
- Talent development, hiring pipelines, and inclusive team culture

Technical Skills

Leadership skills and practices:

- Non-violent communication
- Meta-communication
- Identify and leverage individual strengths
- Reciprocal mentorship
- Acts with transparency and accountability
- Encourages empathy and self-awareness

Technologies and languages:

- AWS / GCP / Docker
- Node.js / React / React Native / HTML / CSS / Vue
- T-SQL / NoSQL / Redis
- Kibana / Splunk / Datadog / New Relic / Grafana
- Bash / PowerShell / Make / TeamCity / Bamboo / GitLab
- Git / Mercurial
- Atlassian toolchain
- C / C# / PHP / Java / Ruby
- Win32 API / MFC
- LAMP / WAMP
- Office / GSuite / Airtable

Professional Experience

July 2024 – Present – **Rad AI** – San Francisco, CA (Remote) – **Manager, Engineering (Acting Senior Engineering Manager)**

- Acting Senior Engineering Manager and de facto Director of Platform Engineering, leading two software development teams
- Drive cross-org initiatives with Product, Clinical, Security, and Operations to deliver platform capabilities and shared services
- Own platform roadmap, prioritization, and delivery across multiple product lines and stakeholder groups
- Establish operating rhythms, delivery practices, and reliability standards for enterprise-grade services
- Build a collaborative, inclusive culture that develops managers and senior engineers

May 2023 – February 2024 – **Nowsta** – New York, NY (Remote) – **Manager, Engineering**

- Delivered >95% cost reduction on Google Cloud spend by migrating to locally hosted services
- Managed 10 direct reports across three teams responsible for back-end API (Node.js), web front-ends, and three mobile applications (React Native); hired a new engineering team lead and participated in interviews for two engineering teams
- Oversaw the development and deployment of a new iteration of the main product (Node.js, DocumentDB, Vite)
- Mentored and partnered with a more junior Engineering Manager to grow shared leadership skills
- Partnered with Business Operations, DevOps, and Engineering teams to migrate into Jira for project planning, defect management, and incident reporting

November 2021 – May 2023 – **ActiveCampaign** – Chicago, IL (Remote) – **Senior Engineering Manager**

- Managed 9 direct reports spanning two teams; partnered with my Director to manage 6 additional engineers during my co-manager's four month leave of absence
- Identified, sponsored, and coached one of my direct reports as the first stretch Engineering Manager in the company
- Worked with design and product stakeholders to formulate, deliver, and iterate new process and policy for our domain's SDLC, later promoted for wider adoption throughout the company
- Partnered across domains to define architectural guidelines and intake process for new software features and supporting technology initiatives

May 2021 – November 2021 – **Consumer Cellular** – Tigard, OR – **Manager, Software Development**

- Continued growth as a technical leader by transitioning to lead a larger team of six developers owning the mission critical customer support domain for the enterprise
- Established measurable improvements to Sprint Health within the first two sprints on the new team
- Designed and delivered a monthly retrospective plan to aggregate sprint retro feedback across all eight scrum teams

- Owned a weekly Team Lead check-in to increase cohesive problem solving across the enterprise

October 2019 – May 2021 – **AltSource Software** – Portland, OR – **Senior Developer and Team Leader - Consumer Cellular**

- Leveraged leadership skills to retain talent and foster growth in a historically understaffed team
- Delivered system-wide design and oversight of payment processing system
 - Responsible for high-level coordination of eight development teams while leading a core team of four developers
- Demonstrated leadership and technical aptitude during onboarding, resulting in ownership of assigned project within two months of hire
 - Driving program progress at the organizational level by coordinating shared work with other leads and being an active participant in Scrum of Scrums as the Team Lead
- Showed investment in the workplace culture by actively volunteering
 - Represented AltSource Software at PDXWIT event within the first month of hire
 - Participation in workplace sponsored events; weekly sporting events and seasonal socials

April 2018 – August 2019 – **Act-On Software** – Portland, OR – **Sr. Software Engineer and Team Leader**

- Responsible for identifying non-performant code, planning and implementing remediation
- Led team ranging in size from 5 to 12 engineers to deliver core technology to next generation CRM integration
- Worked directly with individuals and groups as a coach and advisor, a teacher rather than a boss
- Directed team to implement performance improvement for CRM ETL resulting in up to 1600% throughput
- As an individual contributor, implemented performance enhancements and eliminated bottlenecks as they were discovered; within weeks, a five-line change removed a mission critical bottleneck in the ETL process for MS Dynamics CRM

April 2017 – March 2018 – **Small Business Innovations** – Portland, OR – **Senior Developer**

- Architected a new Data Abstraction Layer between MS SQL and C# User Interface

- Maintained and enhanced existing WCF code that provides Web API endpoints via JSON payloads
- Designed and developed a suite of .NET objects to dynamically generate Windows Forms to manage SQL tables
- Implemented front-end code to support adding virtual columns to existing tables – C# WinForms application
- Worked with Atlassian tools for continuous integration and automated testing for .NET and SQL projects as well as automated deployment to test environments for user testing
- Participated in daily scrums with development team to assess the state of the current sprint

February 2005 - February 2017 – **TenAsys Corporation** – *Beaverton, OR* – **Software Engineer**

- Designed, developed, and supported internal software applications increasing productivity within the corporation by process automation and data consolidation
- Customer-facing technical support including bug replication, debugging, and resolution
- Lead Engineer for Electronic Rights Management encompassing both MS Windows applications and TenAsys' native RTOS
- Systems Administrator for a small business with two sites globally (Microsoft Exchange, Dynamics CRM, SharePoint, and third-party support ticketing, bug tracking, and revision control)
- Maintained corporate website based on Joomla! on LAMP, including custom PHP libraries to enhance user experience based on data hosted in MSCRM

Education

2001 to 2003 - Portland State University, University of Arizona

Earned sophomore level credits including studies in computer science and mechanical engineering

1997 to 2001 – Westview High School, Portland Community College, Brigham Young University

2001 American Math Competition recognition

Graduated with multiple college transfer credits and varsity letters in Band and Swimming