MICHAEL COLLIER

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Software Design & Development | Leadership | DevOps| Product Management

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PROFILE AND CAREER HIGHLIGHTS

Profile:

Professional SaaS technologist leading end-to-end software design and development for more than 10 years with a focus on usability, availability, quality, impact, value, security, and sustainability. As a cloud solution leader enabling both the 'what' and the 'how' of software development, I organize teams around a vision to execute. My teams are inspired by confidence, trust, and transparency. I'm looking for my next product group to lead, grow, and transform while making work fun, engaging, and rewarding.

Career Highlights:

- ✓ Built an industry-standard REST API program for Blackbaud solutions generating market growth and increasing client retention.
- ✓ Significantly reduced outside vendor costs by 40% with a retool and redesign of internal test systems.
- ✓ Led teams through several transformations like Agile and DevOps, now owning code from ideation to production, 24/7/365.
- ✓ Increased developer efficiency by over 60% by building an in-house front end development framework.
- ✓ Received the highest engagement scores by committing to my direct reports and our teams' success.
- ✓ Reduced security risks to business by combining and governing source controls used by hundreds of users across business pillars.
- ✓ Reduced payments business costs by millions by isolating card-holder data through reusable platform frameworks.
- ✓ Led a pinnacle team and roadmap reformat to modernize access and permissions framework backing millions of users.
- ✓ Led teams through creation of a modern engineering system, the backbone of Blackbaud's modern application infrastructure.
- ✓ Successfully created offshore teams and augmented teams to own and manage specific product domains for legacy product.
- ✓ Assisted over 1000 clients with PCI-Compliant upgrades troubleshooting advanced configurations across domains and servers.

SKILLS AND QUALIFICATIONS

Core Competencies: Coaching and Mentoring | Project Planning & Management | End-To-End Software Life Cycle | Application Development | Annual Planning |Block Planning | Stakeholder Management | Performance Management | Product Management | Leadership | OKRs | SCRUM| Kanban| Recruiting| Contract Negotiation | Vendor Management | PA-DSS & PCI

Technical: ADO | GitHub | BrowserStack | .NET Core| Angular| SQL | Azure Cloud| AWS | IAM Platform Development | API Platform Development | UI Platform Development| WAF| CI/CD | Application Security |TDD | OWASP | DDoS | Azure API Management | Azure Cosmos | Azure PaaS | Kubernetes | AWS CloudFront | AWS WAF and ACL |Splunk | OpsGenie | PowerShell

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PROFESSIONAL EXPERIENCE

Blackbaud | Jul 2010 – Mar 2023

Senior Manager, Software Development – Core Services | Jun 2018 – Mar 2023

- ✓ Created ecosystems to fuel lower costs, increase profit margins, and increase quality for product. My DevOps teams created front end and back end frameworks used by product teams, client developers, and 3rd party partners. These Microservice solutions are built and deployed using TDD principles with CI/CD pipelines in a matrix of Azure and AWS cloud containers.
  - o Managed 3 to 6 teams including architects, development leads, and software engineers from entry level to career level.
  - o Provided regular 1:1s, coaching, mentoring, development reviews, and quarterly reviews to support career development.
  - o Recruited and retained top talent to create & support teams while leading teams from 'forming to performing.'
  - o Augmented teams with near and offshore contractors to supplement work and meet product and consumer demands.
  - o Partnered with Technical Product Managers and assisted with creation of multiteam roadmaps with work estimates.
  - o Created OKRs fueling value into platform infrastructure ecosystem and created SMART goals for teams and ICs.
  - o Regularly worked with stakeholders across the business including IT, CustOps, and Finance to support business needs.
  - o Established security protocols and playbooks to reduce client risk and business exposure from partner security incidents.
  - o Continuously matured staff and team processes to monitor and provide support to hundreds of consuming engineers.
- ✓ Created Blackbaud's modern data access platform, SKY API, increasing client retention and supporting organic revenue growth.
  - o Partnered with architects, TPMs, business stakeholders, and external business partners to ensure the SKY API ecosystem covered modern first-class features to power clients and partners migrations from legacy to modern data integrations.
  - o Established and organized training and onboarding for internal developers, external developers, support, and clients.
  - o Led creation of a PCI-compliant API solution using Azure API Management to fuel company payments business needs.
  - o Set all product SKY API standards by creating the first suite of APIs for the most demanded products using SKY API.
  - o Established contribution guidelines for contributing to other teams' backend services to help unblock SKY API feature teams.

- Successfully led Blackbaud's open-sourced angular UI Framework, SKY UX, used by hundreds of internal full stack developers.
    - SKY UX powers efficient front-end development with a reusable component library, fully documented supporting design system with behavioral demos, and CI/CD pipelines for Single Page Application (SPA) hosting.
    - SKY UX is an end-to-end modern web application development framework that is secure, accessible, dependable, and allows development teams to create, develop, test, deploy, and host their SPAs quickly with little manual setup.
    - Chartered team through an architecture upgrade from angular js to angular, several growth stages, and bi-annual releases.
    - Sponsored project as open-source enabling clients and partners to take advantage of the UI framework for extensibility.
    - Reduced visual regressions from updates and upgrades by deploying BrowserStack and Percy into UI framework pipeline.
    - Continuously made the UI framework easier to consume and update by supporting internal product adoption.
    - Matured internal contribution program of UI components to aid in resourcing scaling and unblocking feature teams.
- Led access and permissions platform serving millions of end users through a re-architecture project to meet growth demands.
    - Stabilized quality, team charter, and cost predictions by leading program and team through a roadmap reformat.
    - Built high resilience into our access and permissions ecosystem by working with architects and lead engineers.
    - Provided fast, sustainable experiences by isolating domains, separating transactions, and creating read only data stores.
    - Delegated tasks to team leads like running regular Splunk reviews to isolate bugs in code and consuming services, thus stabilizing the product over several months resulting in less production pages to the team and less client disruption.
- Matured DDoS mitigation for critical services by chartering efforts with experts from AWS, Azure, and internal security teams.

Manager, Software Development – Mass Markets and Core Services | Jun 2016 – Jun 2018

- Managed and led teams building Blackbaud's commerce platform; identity (Blackbaud ID), Authorization, and Entitlements.
- Extended support to the architecture, feasibility, cost, and sustainability of platforms built with 3rd party solution integrations.
- Recruited and engaged top talent with transparent career-focused feedback. Staffed remote and co-located teams.
- Spearheaded Blackbaud's most transparent service availability system using Status.io, to support the SKY API launch.
- Owned and lead GitHub source control system used by hundreds of developers across business units, through multiple stages of maturity including SSO enablement, shared team governance, SCIM implementation, and best practice instrumentation.
- Lead teams through several transformations including a DevOps transformation, owning all code from ideation to production.

Manager, Quality Assurance – Mass Markets| Jan 2016 – Jun 2016

- Oversaw and lead several scrum teams on our next-generation product solution RE NXT, using modern CI/CD frameworks.
- Managed testers across 4 teams in partnership with software development managers.
- Led conversions of Software Quality Analysts and Software Quality Engineers to Software Developers to support TDD.
- Trained new and existing staff on Test Driven Development (TDD) principles and worked with architects to deploy practice.
- Partnered with operations staff to streamline and improve quality of releases and reduce down time for clients.

Team Manager, Quality Assurance – Blackbaud Enterprise CRM| Apr 2013 – Jan 2016

- Managed scrum teams with a matrix of local, remote, and offshore reports. My role consisted of functional QA management and individual contributions to product testing and related activities that supported multiple hundred-million-dollar business lines.
- Provided bi-annual reviews, annual reviews, and regular 1:1s with direct reports as well as mentoring and coaching.
- Led a direct marketing product used by enterprise clients to grow and mature constituent bases through a major redesign.
- Led CMS product solutions with advanced branching structures through a branching re-architecture to stabilize release quality.
- Oversaw and led an automated test overhaul to reduce defect counts and increase codebase stability with our CMS solutions.
- Decreased production-level bugs by creating a replica of the production environments used for release staging and testing.
    - This helped stabilize releases by reducing uncaught defects and issues that would only occur in hosting environments.
- Partnered with support leads to validate and prioritize defects for some of the organization's highest-profile clients.

Senior Software Quality Analyst – Blackbaud Enterprise CRM| Jul 2010 – Apr 2013

- Supported product through production support and major releases with new feature testing and regressing testing.
- Supported global business with development of a multicurrency system for our enterprise product, BBCRM.
- A primary member of our production support team releasing bug fixes across multiple versions of our Enterprise Application.
    - I tested and released hundreds of patches for clients while continuing to improve our patch readiness pipeline.
    - I used my innate abilities to cover a very large area of product support generally handled by individual teams.
    - This exposure and constant demand for results and accuracy taught me to learn new products effectively and efficiently.

Recommendations: Recommendation contact information is available upon request and also available on my LinkedIn profile.

E D U C A T I O N

B.A.S in Sound Arts - *Expressions, Emeryville, CA*
B.B.A. Marketing – *Georgia State University, Atlanta, GA*

T r a i n i n g : Six Sigma-Green Belt | Agile/Scrum Methodologies | Development Conferences | Leadership Trainings | Azure Cloud