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I am a product-oriented engineering manager. My multifaceted career has been driven by the desire to close the distance between my engineering work and the customer experience. From my time as a sysadmin starting 25 years ago, during my web operations experience at e-commerce and fintech companies, while designing systems to operate reliably at scale, through crafting engineering teams and processes to deliver software and systems I have learned to combine people management, knowledge of scalable infrastructure, and product development into one clear mission statement: engineering *is* the product.

Whether shepherding a complete rewrite of the frontend and backend for a 1-million user (MAU) web consumer app, designing a new SaaS product's operational footprint to scale from day one, or shipping enhanced testing solutions to streamline developer experience I distill business strategy into engineering direction and deliver delightful products for customers.

Experience

Lumos Labs - Engineering Director

10/2020 - Present

- Developed an execution strategy using personas and user story mapping, that improved the engineers' delivery capability as they rewrote our core consumer web app. **We shipped an early version of the web app to India and the Philippines**.
  - Working in 1-week cycles, the team increased velocity from **1 feature per month to 2 features delivered roughly every 2 weeks**.
- Shipped important medical and research products that served our long-term strategy to expand into more markets, including:
  - A fully-documented backend for an 18-month FDA-reviewed clinical trial to **validate a potential ADHD digital therapeutic**.
  - A web application for **an active double-blind study of 10,000 participants** to detect biomarkers that might support early diagnosis of multiple sclerosis.
- Reshaped the interview process to extract stronger signal from candidates in fewer cycles, **growing the web and platform teams from 2 engineers to 8** in an extremely competitive talent market.
- Managed, coached, and promoted **15 engineers** across a breadth of specialties including data engineering, infrastructure, web and backend development, and Corp IT.
- Created and staffed a security and compliance function to manage our bug bounty program, provide regular training, and to shape early controls ahead of bringing a digital therapeutic product to market.

For my complete CV, see https://ryanfrantz.com/cv.