

# John Munn

Engineering Leader | Building Scalable Systems Through Empathy, Excellence & Accountability

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## CONTACT

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## EDUCATION

New Brunswick Community College  
Multimedia Communications  
2002 – 2003

## CERTIFICATIONS

IBM Design Thinking Practitioner  
IBM Generative AI Engineering Certificate

## CORE STRENGTHS

- Digital Transformation & Modernization
- Leadership & Governance
- Strategic Alignment
- Cross-Functional Collaboration

## TECHNICAL ECOSYSTEM

- Cloud & Infrastructure
- Distributed Systems
- Microservices
- CI/CD & DevOps
- Observability & SRE Practices
- High-Traffic Web Platforms
- Developer Experience & AI-Assisted Workflows

## EXECUTIVE SUMMARY

Engineering Director with 20+ years leading full-stack and backend teams building high-scale, safety-critical, revenue-driving platforms. Former Head of Development for a global digital media organization, accountable for architecture, reliability, and technical strategy across 500+ high-traffic properties and millions of monthly users. Strong record of driving platform modernization, operational excellence, and cross-functional alignment with product, analytics, risk, legal, and compliance, mirroring Affirm's discipline around regulated financial systems. Known for hiring and developing exceptional engineering managers and ICs, improving developer experience, and delivering measurable business outcomes through disciplined execution, experimentation, and fast iteration.

## PROFESSIONAL EXPERIENCE

Resulta

Head of Development

2017 – 2025

- Led a 60+ person global engineering organization across multiple time zones, overseeing architecture, delivery, and people leadership across several product lines.
- Improved release cadence and reliability through visibility, governance, performance measurement and reducing deployment lead time by 40%.
- Restructured engineering into product-aligned teams, integrated tightly with commercial partners, and balanced project ROI vs. salary costs. Led global DevEx and platform improvements, maintained Green Core Web Vital SLAs across 500+ affiliate marketing sites, and defined both business and departmental OKRs/KPIs.
- Drove continuous delivery adoption, automated build pipelines, and introduced observability and incident management aligned with SLO/SLI practices.
- Chaired the AI Steering Committee, rolling out developer-enablement tools (Cursor, CodeRabbit, n8n, AirOps) that reduced repetitive work and cut review cycle time by 20%.
- Defined organization-wide delivery frameworks (OKRs, CI/CD governance, ownership models) to scale predictability, visibility, and accountability.
- Fostered a management layer that encouraged collaboration, accountability, and psychological safety, achieving 85% belonging, 87% psychological safety, and a 93% NPS across engineering.
- Spearheaded global hiring, onboarding, and mentoring programs to attract, retain, and grow top talent.

## REFERENCES

Available upon request

IBM Canada

2017

### Lead UI Developer

- Contributed to IBM's QRadar security intelligence platform, modernizing interfaces and improving usability for enterprise clients using React and component-driven architecture.
- Mentored junior developers and promoted design-thinking practices to improve usability and cross-platform consistency.

Nickel Media

2013 - 2017

### Senior UI Developer

- Delivered award-winning interactive experiences for global brands including AT&T, T-Mobile, Coors Light, Activision, Letgo, and the National Film Board of Canada.
- Led development of Remote Control Tourist for Tourism Victoria – a world-first livestreaming experience allowing users to direct helmet-cam tourists through Melbourne in real time.
- Architected a cloud-based video-rendering pipeline using AWS (S3, EC2, Batch) and FFmpeg, generating 1M+ personalized trailers in under 24 hours for Activision's Destiny: The Taken King – Legend of You campaign.
- Developed branded experiences such as Kim's Data Stash (T-Mobile Super Bowl) and Mo-Ments (AT&T/Mariano Rivera), integrating social APIs and custom video-rendering workflows.
- Built immersive storytelling experiences including So Cruel (Coors Light), Commericalizer (Letgo), and Séances (NFB), collaborating with creative and motion-graphics teams.
- Championed design-system standards, responsive performance optimization, and cross-browser consistency, helping establish internal component frameworks adopted company-wide.

Bluedrop Performance Learning

2007 - 2012

### Applications Developer

- Led a 5-person development team supporting courseware modernization for the Canadian Armed Forces.
- Created a Word-to-XML export automation system that reduced manual content transfer and improved course creation speed by 35%.
- Partnered with military schools to modernize LMS offerings, applying UX and design best practices to enhance navigation, accessibility, and learner engagement.