

Peter Hollmer

Senior Technical Operations & Engineering Leadership

LinkedIn: [linkedin.com/in/phollmer](https://www.linkedin.com/in/phollmer)

Website: peterhollmer.com

GitHub: github.com/VerilyPete

PROFESSIONAL SUMMARY

Engineering leader that coached junior team through 40% layoffs and cultural transformation during peak COVID, achieving 60% productivity increase while building psychological safety entirely remotely. Expert at managing critical customer escalations while strengthening client confidence and reducing future incidents. I've cut support resolution time by 42% and AWS costs by 35% by fostering deep cross-team collaboration and empowering engineers to investigate root causes. Known for maintaining psychological safety through multiple reorganizations while delivering consistent results for enterprise B2B SaaS customers.

WORK EXPERIENCE

SnapStream | Houston, Texas

09/2016 - 04/2024

Director Of Engineering (08/2021 - 04/2024)

Led an organization of 3 managers with 14 total reports spanning engineering, support, and infrastructure teams while serving on leadership team for \$10M ARR B2B SaaS video software company serving enterprise clients including government and broadcast media.

- Led the company's critical customer incidents as the primary technical contact, resolving high-priority issues while keeping customers informed and strengthening their confidence in the company
- Improved support processes by implementing better ticket routing and self-service options, reducing ticket volume by 28% and resolution time by 42% while improving first-contact resolution by 18%
- Instilled culture of ownership and continuous improvement where teams proactively identify patterns in incidents, take responsibility for solutions, and drive infrastructure investments based on data
- Led AI feature development including automated clip summaries, titles, and chapter generation of in-progress recordings, built as serverless microservices utilizing Amazon's hosted AI offerings
- Reduced operating costs approximately 30% while improving service reliability by strategically redesigning infrastructure across multiple geographically separated datacenters
- Modernized DevOps infrastructure by migrating from on-premise Bitbucket/Jenkins to GitHub Actions and automating deployments, reducing deployment time from 6 hours to 45 minutes while nearly eliminating non-defect related build failures

Software Engineering Manager (01/2021 - 08/2021)

Led engineering team during critical transition after director's departure, navigating 40% workforce reduction while shifting from command-and-control culture to an empowered, self-directed team. Helped junior developers who were used to being told exactly what to do become confident problem-solvers during peak COVID uncertainty, building trust and teaching new skills entirely through Zoom.

- Fostered quality-focused culture by limiting work-in-progress and tracking cycle time, decreasing defect escape rate by 40% while increasing throughput 60%

- Established customer-centric product roadmap with quarterly release cadence, implementing weekly check-ins with product and support teams
- Decreased monthly AWS spend 35% while increasing end-user performance by transitioning to managed services and optimized instance types
- Created technical knowledge sharing program through bi-weekly Lunch & Learn sessions, encouraging staff participation by incorporating learning and presentation of new topics as annual performance goals

Software Quality Assurance Manager (09/2016 - 01/2021)

Led team of five QA engineers while serving as primary escalation point for complex customer support issues across B2B SaaS platform.

- Resolved critical client situations by leveraging in-depth understanding of hardware/software stack and recreating customer environments in-house
- Conducted recurring meetings with pilot customers during product development to gather feedback and transform insights into actionable engineering plans
- Achieved test completion 30% faster without reducing coverage by refining regression test processes and upgrading tooling
- Orchestrated product testing for multiple products spanning web, mobile (iOS/Android), tablet (iPadOS) and set-top box (Android) platforms

Swimlane | Houston, Texas (Remote)

12/2015 - 03/2016

Senior Software Quality Assurance Engineer

- Expanded QA scope to include DevOps process implementation, ensuring the uptime and availability of AWS-based testing and development environments
- Bridged support and engineering teams to ensure customer-impacting bugs were prioritized and resolved based on actual business impact rather than just technical severity
- Implemented automated deployment of testing environments, returning hours of previously wasted time to the team each sprint

CS Disco | Houston, Texas

03/2015 - 12/2015

Senior Software Quality Assurance Engineer

- Supervised testing efforts for deployment team building new features and maintaining core SaaS application
- Used deep application and infrastructure knowledge to help customer success team quickly identify root causes of reported issues and collaborate with product management on resolution strategies

Sony Creative Software | Houston, Texas Area (Remote)

06/2007 - 03/2015

Staff Software Quality Assurance Engineer

- Led QA on Sound Forge product line while contributing to Sony Vegas and Sony Catalyst prosumer and professional applications
- Worked with engineering teams across multiple time zones to maintain consistent testing standards and quality processes for Sony-developed integrations for Avid Media Composer
- Conducted extensive test planning and functional, performance, and usability testing of local applications and Sony's Ecommerce platform

TECHNICAL SKILLS

Cloud & Infrastructure: AWS • Oracle Cloud • Infrastructure as Code (Terraform) • Docker • Podman • Kubernetes

Incident & Observability: Prometheus • Grafana • CloudWatch • Application Logs • Root Cause Analysis • Incident Response • Pattern Analysis • Escalation Management

DevOps & Automation: GitHub Actions • Jenkins • CI/CD Pipelines • Infrastructure Automation • Zero-Downtime Deployments • Tailscale

Development: Python • SQL • API Design • Microservices • Serverless Architecture • Test Automation (Selenium, Playwright)

Leadership & Process: Agile/Scrum • OKRs • Cross-team Collaboration • Vendor Management • Budget Planning • Team Scaling

CERTIFICATIONS

Professional Scrum Master I - Scrum.org (08/2020 - Present)

AWS Certified Solutions Architect - Amazon Web Services (2025)

Swift Programming for Mobile App Development - Educative (06/2024 - Present)

RECENT PROJECTS

Cloud Infrastructure & DevOps Platform (01/2025 - Present)

Built and deployed containerized web infrastructure on Oracle Cloud that updates without downtime using GitHub Actions. Set up monitoring with Prometheus and Grafana to track container, system, and application metrics. Used Podman containers and Tailscale VPN for secure access within private subnets. Cut deployment time from manual processes to automated 3-minute updates.

Personal Website & Portfolio (12/2024 - Present)

Developed and launched peterhollmer.com as a professional portfolio showcasing technical leadership experience. Implemented responsive design, contact form integration, and performance optimization achieving sub-second load times.

AWS Solutions Architect Certification (01/2025 - Present)

Pursuing AWS certifications to deepen cloud architecture expertise, with hands-on labs and personal projects focusing on high availability, disaster recovery, and cost optimization strategies relevant to enterprise SaaS platforms.