

# HUBERT D. CONDORETTI

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## PROFESSIONAL EXPERIENCE

### **VP of Software Engineering Ellie Mae, Inc.**

2019 – Present  
El Segundo, CA

Site Leader for the El Segundo office, leading the Consumer Engagement suite across El Segundo and HQ, managing Software Development Engineers, interns and overseeing DevOps, SRE, QA, DBA, Support, Product, responsible for delivering Velocify, Dial IQ, ECRM, Salesforce integration for Enterprise customers, Encompass Consumer Connect.

- Established strategy and vision for scaling the platform to support enterprise customers
- Lead Engineering initiatives required to onboard Chase, US Bank and other big banks
- Defined strategy and execution plan for migrating Velocify and ECRM from on premises to AWS
- Lead Engineering initiatives to improve performance, scale, CSAT for the Consumer Engagement Suite
- Streamlined internal and external processes, reduced inefficiencies across the team, established software development, testing, requirements gathering, release management, monitoring, SLAs, escalation procedures
- Reduced operational cost by 35%, consolidated infrastructure and tooling, deprecated legacy frameworks
- Lead Engineering initiatives to improve quality, reduce bugs and increase Prod stability from 83.4% to 99.98%
- Introduced agile processes resulting in significant productivity improvements, increasing team output by 40%
- Lead Engineering initiative to re-architect, design and modernize legacy monolithic codebase into microservices
- Managed \$20M+ budget, defined plan to reduce operational cost by an additional \$7.3M+
- Established partnership with outsourcing company in Costa Rica for nearshore resources, worked with Legal to sign paperwork, onboarded nearshore engineers to deliver critical work for the company
- Drafted plan to increase annual revenue by \$20M and potentially \$120M+ in 2020 through bi-directional data flows and deeper integrations across our technology stack
- Lead creation of new business model, with Legal and Finance, to update pricing model to increase revenue
- Part of the Executive Staff at Ellie Mae responsible for managing the team through the PE acquisition
- Executive Sponsor for the Internship and College Hire Programs focused on growing and mentoring new talent
- Executive Staff responsible for identifying new investments and providing directional guidance for the company
- Responsible for recruiting engineers and hiring decisions for the El Segundo office

### **Software Development Engineering Manager Amazon.com Services Inc.**

2017 – 2018  
Seattle, WA

Multi-discipline Manager of Software Development Engineers, QA, Technical Program Managers, interns, responsible for developing and releasing Alexa Echo Dot Kids Edition.

- Established strategy and vision for critical services and components for the Alexa Echo Dot Kids Edition device
- Responsible for leading conception, design, architectural decisions for the Alexa Echo Dot Kids Edition device
- Responsible for implementing COPPA compliant OOBIE across Alexa and various other teams
- Responsible for aligning and delivering a kid-safe Communications experience across Alexa
- Responsible for all aspects of the Questions & Answers Filtering Service in close partnership with the UK Division
- Responsible for bridging client and Alexa technology stacks to enable Parental Controls for Alexa
- Responsible to implementing BI metrics used for Weekly Business Reviews with Senior Leadership across Alexa
- Lead Engineering initiative to onboard to Alexa services to localize core Alexa Echo Dot Kids Edition services
- Lead Engineering initiative to adopt best practices and processes for Operational support of Production services
- Lead Engineering initiative to quickly implement UX improvements to improve the customer experience

- Lead Engineering initiative to onboard to the Amazon Customer Support team and support processes
- Responsible for investigating and resolving customer reported issues resulting in a higher Amazon star rating
- Responsible for managing partner relationships, technical solutions, deliverables, schedules, escalations
- Responsible for implementing and extending Alexa systems to deliver kid-friendly Editorial content
- Streamlined internal processes, significantly improving efficiencies within teams and disciplines across Divisions
- Responsible for leading cross-discipline scrum and communication with stakeholders and Senior Leadership
- Directed design and implementation of Alexa Echo Dot Kids Edition OOB, Alexa Bed Time Service, Alexa Dinner Time Service, Alexa Questions and Answers Filtering Service, Alexa Stop Activity Service, Alexa Communications for Kids, Alexa Child Metadata Service, Alexa BI Metrics Service, Alexa Echo Dot Kids Edition Polite Mode, converting Alexa devices into Alexa Echo Dot Kids Edition devices
- Responsible for leading all Engineering activities and 24x7 Operational support during launch day
- Actively involved in defining forward looking roadmaps, Engineering investments and technical initiatives
- Actively involved recruiting and interviewing talent of all experiences and disciplines for the Alexa Division

### **Software Development Engineering Manager**

2016 – 2017

#### **Twitch Interactive, Inc.**

Seattle, WA

Multi-discipline Manager of Software Development Engineers, QA, Technical Program Managers, interns, responsible for developing and releasing Twitch Commerce, Twitch Game Store, Twitch Emote Server, Twitch Crates.

- Responsible for integrating Amazon technology on Twitch.tv to enable new game purchase flows
- Released data layer between Amazon and Twitch technology stacks to enable new commerce scenarios
- Released Twitch Commerce, increasing revenue for the company by 20% and broadcasters by 2%
- Released updated Twitch UX, updating existing components and home page, improving performance by 30%
- Released Twitch Game Store, a critical compete scenario allowing users to purchase games from Twitch.tv
- Released Twitch Emote Service, standardizing emoticon procedures and storage under a common platform
- Directed design and implementation of Twitch Crates, Share in Chat, Revenue Dashboard, Partner Payouts, UX re-design, Broadcaster opt-in, Subscriptions Revenue improvements, Broadcaster experience improvements
- Lead Business initiative to enable Twitch marketing campaigns for E3, GDC, TwitchCon and other conferences
- Lead Engineering initiative to globalize and internationalize Twitch Commerce across multiple markets
- Lead Operational investments and defined SOPs for maintaining Production services within SLA
- Actively involved recruiting and interviewing talent of all experiences and disciplines for the new Seattle office

### **Principal Software Development Engineering Manager**

2014 – 2016

#### **Microsoft Corporation, Engineering Systems**

Redmond, WA

Multi-discipline Manager of 100+ Software Development Engineers, QA, Technical Program Managers, Operations, interns, offshore vendors and contractors, responsible for delivering a highly reliable and scalable Engineering Platform with 24x7 operational support used by 30,000+ employees across the company for business-critical services.

- Established strategy and vision, internally promoting its charter with executives, managers and stakeholders
- Managed multiple initiatives across Divisions and grew charter to a company-wide investment
- Streamlined internal and external processes, improving efficiencies between disciplines across Divisions
- Released modernized Engineering platform for the Division, migrated sources to Git, with CI/CD support, automated deployment verification, automated release management, improved developer productivity by 60%
- Responsible for migrating on-premise Engineering platform infrastructure to cloud infrastructure, reducing operational cost by 80%, reducing hardware expenses by 60%, increasing reliability from 35% to 95%
- Managed \$30M+ operating budget for labs, contractors, internal and external customer facing servers
- Responsible for leading cross-discipline scrum meetings and communication with executives and stakeholders

- Lead Engineering initiative to implement monitors and alarms across the Division to manage Production services
- Responsible for defining the strategic direction for the Division to consolidate and decommission legacy Engineering systems with no impact to the multibillion-dollar Commerce Platform Business
- Released automated SOX Compliance support, implementing new SOX controls, rolled out new SOX standards and processes across the Division, successfully lead effort to pass SOX audits conducted by 3rd party companies
- Released Automated Compliance Engine, used to run daily static code analysis tools across all codebases in the Division, decreasing security and compliance vulnerabilities by 60%
- Reduced localization project life cycle from 60+ minutes to under 2 minutes through multi-tiered caching
- Recognized by VPs and Senior Leaders across the company for reducing operational cost by 50%, significantly increasing developer productivity, modernizing the Services Division, delivering company-wide investments
- Actively involved recruiting and interviewing talent of all experiences and disciplines from interns to Directors

### **Senior Software Development Engineering Manager**

2012 – 2014

#### **Microsoft Corporation, Azure Cloud Computing**

Redmond, WA

Multi-discipline Manager of Software Development Engineers, QA, interns and contractors, responsible for developing and releasing the Authorization and Authentication platform, Role Based Access Control system for the Azure Portal (portal.azure.com), Azure Active Directory (AAD), Business to Customer Service.

- Developed, managed and maintained topologies to validate enterprise cloud scenarios across various Divisions
- Responsible for onboarding partners to Azure topologies, weekly deployments, 24x7 operational support
- Lead Engineering initiatives to automate test coverage, increase reliability from 60% to 99.5%, increase team productivity and agility by 40% via automated daily deployments
- Established Engineering initiatives to increase quality by focusing on service fundamentals
- Lead Engineering initiative to implement applications used to improve enterprise and developer AAD scenarios
- Lead Engineering initiative to leverage data/telemetry to measure product quality and assess customer usage
- Responsible for onboarding CSVs to Azure, hands-on labs and working sessions to unblock AAD adoption
- Released the Authorization and Authentication platform used by Azure properties
- Released Role Based Access Control system to enable compete scenarios in the Azure Portal (portal.azure.com)
- Released Azure Active Directory components to migrate enterprises to the cloud and sell AAD licenses
- Released Business to Customer Beta service to enable security access to hospitals and patient's personal data
- Responsible for maintaining Azure Production services within SLA as a LiveSite Incident Manager

### **Senior Technical Manager**

2011 – 2012

#### **Microsoft Corporation, Azure Infrastructure**

Redmond, WA

Multi-discipline Manager of Software Development Engineers, QA, Operations, interns and contractors, responsible for developing and releasing a platform and core cloud infrastructure used by the Azure Division.

- Established team charter, defined Engineering investments, overall development and release strategy
- Directed design and implementation of a deployment engine, monitoring infrastructure, synthetic transaction infrastructure, self-healing infrastructure, developer tools to increase agility and productivity across the Division
- Reduced labor cost by 50% by replacing quarterly manual deployments with fully automated daily deployment
- Managed internal Azure topologies used by 200+ developers and 18,000+ partners across the company
- Responsible for forecasting pre-Production and Production traffic within budget
- Managed \$3.5M+ operating budget for labs, contractors, internal and external customer facing servers
- Lead Engineering initiative to transition to DevOps and data driven Engineering
- Lead Engineering initiative to identify KPIs, produce Division wide health reports, increasing reliability by 40%
- Developed and implemented quality processes and SOPs required to maintain Production servers

- Established LiveSite processes, tooling, escalations paths decreasing downtime by 50%
- Lead Operations initiative to roll out 24x7 LiveSite support and on-call rotations
- Responsible for maintaining Azure Production services within SLA as a LiveSite Incident Manager

## **Senior Software Development Engineering Lead**

2008 – 2011

### **Microsoft Corporation, Windows Live Services**

Redmond, WA

Multi-discipline Manager of Software Development Engineers, Operations, interns, vendors, contractors, responsible for developing and releasing SkyDrive (skydrive.com), Windows Live Photos (photos.live.com), Microsoft Office Online (office.live.com).

- Developed project plans, roadmap, backlogs, schedules, development strategy for launch
- Established team culture, values, principles focused on innovation, quality, team efficiency and productivity
- Responsible for leading cross-discipline scrum meetings and communicating progress to stakeholders
- Established Engineering initiatives focused on service fundamentals, agility, daily automated deployments
- Established Division wide initiative to identify and automate end-to-end scenarios across client and services
- Managed project schedules, intake requests and outgoing partner requests
- Lead localization/internationalization initiative to validate and simultaneously release 100+ languages on launch
- Released SkyDrive.com, a highly scaled online files sharing system used by hundreds of millions of users
- Released Photos.Live.com, an online viewing and sharing photos experience with 3rd party photos support
- Released Office.Live.com, allowing users to view/edit Office documents online on any device, browser, platform
- Lead Engineering investments across local and international Divisions to release Windows Live worldwide
- Responsible for a staged market rollout, across Engineering, Marketing and Ad campaigns worldwide
- Established cross-Division Engineering Leadership meetings to manage the project and proactively mitigate risks
- Established Engineering initiatives to implement environment agnostic performance tests, significantly improving UX responsiveness and reducing API latency by 40%
- Managed Operations team, established KPIs, monitors, alerts, proactively assessed health of our services
- Enabled critical compete scenarios for the company, receiving positive feedback from reviewers and influencers
- Recognized by VPs and CVPs for successfully leading a cross-Division project and simultaneously launching in 150+ languages, expanding Office usage and adoption cross-platform, cross-browser, cross-device

## **Software Development Engineering Lead II**

2006 – 2008

### **Microsoft Corporation, Windows Division**

Redmond, WA

Managed team of Software Development Engineers, interns and vendors, responsible for developing and releasing Windows Photo Gallery, Digital Image Suite Anniversary Edition, Windows Live Spaces Photos.

- Developed project plans outlining goals, schedule, risks, overall development strategy for launch
- Released thumbnail, thumbnail cache components for Windows OS
- Managed Serviceability, Manageability, Accessibility Engineering fundamentals for the Windows Division
- Released branding support, repackaging, new content for Digital Image Suite Anniversary Editorial
- Lead cross-discipline investments to address security reports, customers escalations, high impact issues
- Responsible for transitioning Engineering teams from client to web services, agile development
- Released new, competitive, end-to-end online photo experience for Windows Live Spaces Photos
- Established Engineering initiatives to improve quality by proactively focusing on service fundamentals
- Established agile methodologies significantly reducing release cadence from quarterly to weekly
- Setup 24x7 proactive monitoring system resulting in 30% decrease in downtime

**Sustaining Engineering Manager**

2006 – 2007

**Microsoft Corporation, Windows Division**

Redmond, WA

Responsible for managing completion of all photo, video and audio components in Windows and transitioning Windows Photo Gallery, Windows Movie Maker and all media components to the Sustaining Engineering Division in India.

- Wrote project plan to gain alignment across Senior Leadership from the Windows Division and India Division
- Lead cross-discipline effort in Windows to complete feature work, bug fixes and technical documentation
- Oversaw effort to automate manual testing, improve reliability and remove redundant coverage
- Managed transition of critical Windows components to the Sustaining Engineering Division in India
- Held regular meetings with upper management and stakeholders to review key project dates and deliverables
- Recognized as an exemplar Manager by upper management for leading an efficient transition of critical components to the India Division, standardizing my project plan and processes to be used across the company

**Software Development Engineering Lead**

2004 – 2006

**Microsoft Corporation, Office Division**

Mountain View, CA

Managed a team of Software Engineers, interns, vendors and contractors, responsible for developing and releasing Entourage 11.2, Entourage 11.3, Entourage 12. Technical Lead for partner teams in Ireland, China and Redmond WA.

- Wrote project plans outlining vision, goals, Outlook integration, overall release and development strategy
- Introduced agile methodologies, continuous delivery and a fully automated release pipeline
- Created and managed master schedule across all Mac Office teams and dependencies
- Directed design and implementation of technology solutions required by the Department of Defense (DoD) to unblock Mac Office adoption and rollout, Windows Outlook and Exchange teams for integration scenarios
- Released Smart Card support, in close partnership with Apple Inc. and the DoD, for Entourage 11.2
- Released email attachments support, mailbox delegation, MAPI, DAV, Outlook integration for Entourage 11.3
- Managed team of vendors responsible for porting the Windows MAPI libraries and MSML Server libraries
- Managed contractors responsible for Security, Mac/Windows integration, Perf and Stress testing
- Responsible for cross-platform, compatibility and integration with Windows Outlook and Exchange
- Reduced international product lifecycle by 70% by establishing effective development and testing practices

**Technical Lead**

2002 – 2005

**Microsoft Corporation, Macintosh Business Unit**

Mountain View, CA

Standardized tooling, deployments, establishing policies for Production servers, revamping automation strategy for the Office Suite, increasing technical knowledge and depth across the Business Unit in preparation for transitioning the technology stack to Mac OS X.

- Responsible for designing, implementing and validating core features required for releasing Microsoft Auto Update, MSNSv2 for Mac OS X and MSNv3 for Mac OS X
- Released Microsoft Auto Update for Mac Office, significantly improving delivery of updates to users worldwide
- Implemented tooling to create and manage manifests to onboard Office applications to the Auto Update Engine
- Released Preferences Panel, User Management, POptimization support for MSNv2 for Mac OS X
- Released Setup Up Wizard, Provisioning, Billing, co-branding with Verizon for MSNv3 for Mac OS X
- Managed Verizon relationship and technical deliverables required to integrate with the MSNv3 project
- Lead hands-on training sessions to teach QA to automate test coverage and establish quality guidelines
- Managed relationship between the California and Washington offices on all cross-team deliverables
- Implemented automation suite used to validate Mac Office Applications using pre-release OS builds from Apple
- Liaison with Apple Inc. to manage and implement Mac OS X feature requests and vet pre-released builds

**Software Development Engineer in Test**

1999 – 2002

**Microsoft Corporation, Macintosh Business Unit**

Cupertino, CA

Responsible for designing, implementing and validating core features required for releasing PowerPoint 98 SP1, PowerPoint 2001, PowerPoint X and MSN Internet Access for Mac OS 9.

- Released Save As Web Page, Graphic Export, Slideshow multimedia support, Slide Navigator, Slide Animations, Hyperlink support for PowerPoint
- Developed and maintained the automation framework and test suite used to release PowerPoint worldwide
- Managed vendors porting Microsoft Org Chart to the Mac and ensuring parity with the Windows version
- Released Setup Wizard, Authentication support, OE integration, POptimization support for MSN Internet Access
- Managed contractors responsible for fixing all customer reported MSNIA issues post launch

**EDUCATION****University of Southern California**

1995 – 1999

**Bachelor of Science in Computer Engineering and Computer Science**

Los Angeles, California

- Graduated with Summa Cum Laude Honors
- University Trustees Award, presented to the male student with the highest scholarship average
- USC Dean's List, member during each semester
- Numerous academic achievement awards from USC and various Engineering organizations
- Member of numerous University and Nationally recognized Engineering Organizations