**Nasir Billoo**

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**Vice President of Software Engineering**

Hands on software executive. Experienced in managing teams of various sizes as well as hands on software development, DevOps and software architecture. Currently serving as VP of Software Engineering for an insurance software and services company. Responsibilities include managing Software Development, Business Analysis, Quality Assurance and the Project Management Office. Well versed in use of current architectural patterns including service-oriented architecture, microservices and data analytics. Specializing in Process Improvements and change management, focusing on molding agile methodologies to fit organizational culture. Well versed in modern, contemporary software architecture concepts. In my recent work, I have:

* Improved capability maturity of the technology organization by promoting and hiring the right people and implementing agile process to deliver marketable products. Implemented Scrum and Kanban based agile processes to fit culture and makeup of the organization, including the business side of the organization, along with proper metrics to measure effectiveness of these processes.
* Delivered several enterprise class software projects and products that are highly scalable and in use by hundreds of thousands of users worldwide. These projects were built in various contemporary technology frameworks including Java, NodeJS, Angular, HTML5, Android and iOS among others.
* Currently working with Flutter (flutter.io) to develop multi-platform, native mobile apps using Node.js as the back-end platform and Angular for the web.
* Architected, designed and delivered Business Intelligence and Data Analytics product starting with the Data Warehouse built with SSIS, SSAS and Microsoft Power BI
* Managed versatile teams, including local, remote and offshore teams, composed of Software Engineers, Quality Assurance Analysts, Business Analysts, Project Managers and Dev Ops Specialists.
* Promoted the use of Free and Open Source Software (FOSS) to reduce licensing costs where appropriate and take advantage of the “community” concepts surrounding major FOSS projects.
* Promoted the use of commodity cloud environments like Amazon Web Services (AWS), Microsoft Azure and Digital Ocean.
* Implemented Continuous Integration and Continuous Delivery using Jenkins based DevOps Pipeline concepts combined with Docker containers and Kubernetes clusters.
* Maintained hands on experience with software development including Java, Node.js, Angular, Flutter, Bootstrap, Redis, MongoDB, Oracle DB, SQL Server, and MySQL.
* Participated in integration architectural discussions with Partner executives from various global firms including Oracle (including PeopleSoft), SAP, Deltek, iBASEt, ADP, Kronos, HP, IBM and others.

**PROFESSIONAL EXPERIENCE**

**Team Focus Insurance Group, Sunrise, FL**

**August 2015 through Present**

**Vice President, Software Engineering**

As VP of Software Engineering, I managed the Software Development, Software QA, Business Analysis and PMO departments. Hands-on executive, designed, architected and developed several projects including data analytics and mobile apps. Over the course of three years, led the technology organization to a net $5 million turnaround resulting from reductions in operating costs, modified hiring practices, improved organizational capability, promotion of Open Source technology and commodity cloud computing. A primary factor in increased profitability was a key strategic software change from customized to configuration-based software and reducing technical debt. Some of the improvements over the last two years were:

* Currently working with Flutter (flutter.io) to develop multi-platform, native mobile apps.
* Implemented continuous integration and continuous delivery using Jenkins, Docker, Kubernetes and the container pipeline (instead of build, deploy pipeline)
* Architected, designed and delivered Business Intelligence and Data Analytics product starting with the Data Warehouse built with SSIS, SSAS and Microsoft Power BI
* Implemented chatbots for automated testing and continuous delivery
* Started implementation of server less architecture for various stand-alone services.
* Implemented hiring (and termination) processes and procedure that allowed the company to hire more effective employees across multiple tech departments
* Developed and implemented a metrics portal written in Angular and NodeJS to pull data from Jira, Tempo and other sources to provide actionable metrics allowing managers and leads to coach direct reports and mentor their teams
* Moved from IBM Data Center to AWS Cloud for all environments with automated docker pipeline approach on AWS and Kubernetes for docker clusters.
* Implemented a "base" configuration-based product vision that reduced the need for customization
* Chaired the Product Strategy committee composed of all executives in the company to develop a 3-year, base product roadmap
* Worked with vendors such as IBM, Cognizant and Agile Thought to augment software development and software testing resources.
* Worked with the training department to implement a new employee training and orientation program for all new tech employees.

**PMO**

* Stood up a new PMO staffed with PMO manager and several project managers
* Promoted standard project management procedure that allowed proper management of all projects and proper status communication of projects through the organization
* Promoted the proper use of metrics throughout the technology organization
* Implemented a process improvement committee to improve upon and localize the SDLC to meet the needs of the company and the group
* Implemented a resource planning method to allow for proper resource planning for all projects across multiple clients and including base product improvements

**Software Development**:

* Promoted software architecture standards and created a software architecture practice
* Implemented Design and Code review practices to promote code quality
* Stood up Continuous Integration using Jenkins, Junit, Sonar and Docker
* Implemented Continuous Deployment project using Jenkins, paired with Automated Smoke and Regression testing along with automated deployment to Beta and Prod environments

**Quality Assurance**

* Delivered a more modern, configurable automated smoke test system
* Established a framework allowing teams to build a fully automated regression suite
* Introduced the concept of a Model Office environment to promote a proper UAT process and practices
* Implemented Test Rails for Test Management providing QA a centralized repository of testcases and results; promoting test case reusability

**Business Analysis**

* Updated structure of the BA group from flat to three separate functionally focused teams: Business Analysis, Customer Support and Product Ownership
* Promoted use of reusable templates for different types of analysis needs
* Promoted active engagement of BA with clients to understand the problems statement and jointly deliver a solution, allowing the customer to have a stake in the solution provided
* Promoted use of Just-In-Time requirements for internal, base functions

**Kaba Workforce Solutions, Miramar, FL**

**August 2007 through July 2015**

**CTO**

I was granted a budget to build a brand new “green-field” product while at the same time maintaining the existing product line and increasing customer satisfaction. Among other things, this involved building a new team, promoting the right people, researching and prototyping new technologies and research new methodologies and implementing agile processes. I managed the Software Development, Software QA and the IT Departments.

* As the CTO I participated proactively as a member of the executive senior management in the strategic decision making of the company.
* Directed the functions of the Development group to ensure that all development projects were coordinated in a manner to deliver high quality products in an efficient manner.
* Developed, implemented and monitored policies and procedures governing the software development activities of the company to ensure the development of high quality products delivered on time and within budget.
* Led preparation of software documentation to ensure fully documented products.
* Introduced several new technologies for software development: Java, SVN, Cruise Control, HTML5 for Mobile, Phonegap for Native Integration, Configurable Web Services (SOAP and REST), ExtJS, SenchaTouch
* Delivered several new Mobile apps via native app development and via HTML5 and Phonegap
* Introduced cloud deployment that worked in IaaS and PaaS modes; also started a Cloud practice for Kaba to sell their solutions on, allowing customers to reduce capital expenditure and Kaba to increase recurring revenue. Tested Cloud solutions in Amazon, Azure, Oracle PaaS clouds.
* Participated in Integration Architecture discussions with Partner executives from various well-known firms including Oracle (also included PeopleSoft), SAP, Deltek, iBASEt, ADP, and others.
* Performed research into several offshore options and then initiated work on an Offshore development office for Kaba in Mumbai India
* Prepared annual budget for development group, quality assurance group and the overall IT budget, given current and anticipated development projects.
* Prepared annual capital budget with input from all the stakeholders in the organization.
* Monitored and controlled expenses to ensure compliance with budgeted expense levels.
* Recommended and implemented improvements to development costs to improve departmental efficiencies and improve the level of development activity to aid in improving the profitability of the company.
* Maintained the product roadmap:
  + Monitored development and kept the other senior management advised on progress and anticipated project completion and software release dates.
  + Kept senior management informed of any events or developments within the development and IT areas that will or could impact software development quality, the department’s ability to meet its development time frames or the overall IT area of Kaba.
  + Conducted regular review sessions with senior management to present development progress on each of the company’s major development efforts and IT services
* Recommended and coordinated training and other educational activities for all IT, Development and QA staff to maintain a high level of understanding and proficiency in current technology.
* Maintained relationships with other areas of the company to maintain a comprehensive understanding of overall company activities and how these activities might impact the development area and IT areas.
* Selected, developed and motivated employees within the IT, Development and QA groups, ensuring fair and consistent treatment within applicable laws, policies and EEO guidelines to maintain the continuity of a competent workforce.
* Assisted with business development efforts including responding to RFP’s and RFI’s, and aiding with sales presentations and sales calls.
* Led the process documentation, process improvement and process certification (ISO 9001:2008) efforts of the company. Designed and implemented a project and portfolio management system for use within Kaba to manage projects, resources, budgets, burn rates, and time spent
* Promoted usage of Statistical Analysis in project and resource management to allow for a bird’s eye view of project and resource activities resulting in a better control of departmental activities
* Promoted use of several open technologies and standards in many different capacities

**Kaba Workforce Solutions, Miramar, FL**

**May 2005 through August 2007**

**IT Director**

* Promoted the use of infrastructure consolidation by using Virtualization, this saved Kaba 100K per year in hardware costs.
* Implemented Business Continuity and Disaster Recovery Processes.
* Promoted industry standard Backup and Recovery Procedures
* Helped Kaba Workforce Solutions become the secondary data center within all Kaba.
* Prepared the Capital Budget
* Started a Data Center Upgradation and Modernization project standardizing on one vendor resulting in better support and larger discounts
* Implemented Security and bandwidth restrictions to allow for better bandwidth utilization
* Improved Performance of the current Network
* Implemented Kaba Corporate IT Policies
* Started documentation and diagramming of the current infrastructure, policies and procedures
* Started Active and passive monitoring of resources for better downtime reactions
* Implemented Automatic Updates of all Windows based servers and desktops

**Kaba Benzing America, Miami Lakes, FL**

**August 2001 through May 2005**

**Software Architect**

* Architected a new generation Data Collection Tool. This tool acted as a data collection system for access control, time and attendance and labor control systems for several ERP systems including SAP, PeoplesSoft and Oracle. The system was based on distributed client server architecture with the Server part composed of business layer and presentation layer.
* Researched into new technology needed for the next generation of Data Collection Tool. Evaluated J2EE, .Net and C++. Eventually settled on J2EE for vender compatibility (SAP, Oracle, PeopleSoft all are J2EE). Selected Eclipse for IDE, JBoss for application server, SubVersion for Source Control (Better than CVS) and Ant and Cruise Control for build tools.
* Designed and Lead a team for the development of an Intelligent Reporting and Data Extraction tool.
* Designed and implemented a messaging solution for the whole enterprise. Technologies involved were C++, ASP, PL/SQL, XML and Java.
* Lead a team of developers to convert an existing GUI Application to Web Only. The Existing application was written in Delphi 3.0. The application consisted of over 300 forms. All were converted to ASP with VBScript. L.
* Designed and Developed an SMTP Client capability to the existing infrastructure. SMTP Client was based on RFC 821 and 822. The technology used was C++ and SMTP.

**EDUCATION & CERTIFICATIONS**

* Master of Business Administrator from University of Florida in July 2011
* Master of Science in Computer Science from Nova Southeastern University in March 2007
* Bachelor of Science in Computer Science from Florida International University in August of 1997.
* Certificates:
  + ISO 9001:2008 – Certified Internal Auditor
  + Certified Scrum Master
  + European Business School (Frankfurt) – Kaba Leadership Program – April 2013
  + University of North Carolina – Kaba Leadership Program – September 2012
* Memberships:
  + Open Applications Group (OAGIS)
  + Project Management Institute (PMI)