Charles II Gauvin, MBA

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Director of Software Development
Cloud Transformation – Enterprise Architecture – Leadership & Business Process Optimization

Microservice Architecture

Containerized Application Development

High Availability & Fault Tolerant Solutions

Information Security

API Integration

Emerging Technologies

Transformation & Change

Recruitment & Development

Performance Monitoring

Exceptionally motivated and results-driven leader in development and engineering of cutting-edge applications, web-based solutions, and client-facing products.

Proven ability to recruit, mentor, and lead high-performing teams of onshore and offshore resources spanning the US, India, China, and the Philippines.

Passionate about learning and integrating new technology and methodologies; hold AWS SSA, SOA, and CDA certifications and trained in Project Management, Agile, Scrum, Kanban, and Kaizen practices.

Strong commitment to driving continuous improvement to increase release velocity, improve feature availability, and decrease production errors.

Repeatedly earned the respect of senior executives by overcoming challenges others stumbled over, meeting tight schedules, and avoiding cost overruns.

Create structures to enable professional growth of all team members through formal and informal coaching, training, and continuing education opportunities.

CORE LEADERSHIP SKILLS

- **Customer Obsession:** Dedicated to delivering elegant technical solutions that earn trust and surpass expectations.
- **Ownership:** Focus on maximizing long-term value by thinking beyond silos and maintaining big-picture perspective.
- **Learn & Be Curious**: Continually evaluate emerging technologies and new applications of existing technologies.
- **Hire & Develop the Best:** History of recruiting and developing exceptional talent for diverse roles with very low turnover.
- **Deliver Results:** Produce measurable revenue growth, cost savings, and productivity & efficiency improvements.
- **Deep Dive:** Intensely monitor performance and understand everything from high-level strategy to day-to-day tasks.

PROFESSIONAL EXPERIENCE

PAYSPAN⸺Atlanta, GA   2/2017-Present
Director of Software Development, Health IT & Financial Services
Manage 12-member group in two engineering teams at three locations in the US and India, including recruiting, mentoring, and evaluating onsite and offshore resources. Oversee development and delivery of three SaaS provider solutions (PayPoint, Patient Financial Engagement-PFE, Online Bill Pay-OBP) throughout the software development life cycle (SDLC) using Agile methodology and Scrum framework. Define and prioritize product requirements and features for major releases in partnership with executives, product managers, marketing, and technical support staff. Key member of the Technology Review Board (TRB) charged with reviewing technical architecture in collaboration with business stakeholders at various phases of development.

- **Generated $5M in annual corporate revenue** with launch of two SaaS products (PFE & OBP) that boosted provider revenue an average of 30% by providing financial transparency and streamlined payment collection.
- Spearheaded technology innovation by decoupling monolithic web app modeling **API-first approach into microservices architecture** using Open API Specification (OAS) for REST APIs deployed as Docker Containers on Amazon ECS.
- Drove continuous improvement to software development process to enable better feature definition prior to coding and increase rate of on-time releases, **boosting number of features by 40% and release rate by almost 2X**.

Continued…

- **Directed major IT initiatives from initial concept through completion**, including leading cross-functional teams throughout the project life cycle and working with business partners to ensure requirements alignment.
- **Contributed to organizational development** by initiating changes to improve collaboration between vendors, product development, release engineering, product support, product management, IT, and sales teams.
- Recruited and hired top talent and facilitated ongoing professional development with **training on Agile/Scrum, C#, SQL Server, MVC, and development best practices;** held weekly 1:1 meetings and product brainstorming sessions.
- Led complex initiative to replace Waterfall development process with Agile/Scrum, **decreasing development turnaround and enabling rapid, iterative development and continuous deployment**.
- Worked with consultants to establish and communicate **code standards and development guidelines**; conducted code schema reviews and provided engineering support for code release.
- **Praised by executive management** for stepping in and delivering high-visibility, high-stakes projects under extremely tight deadlines and limited budgets.

ASSURANT SOLUTIONS DIGITAL — Atlanta, GA   5/2016-2/2017
Director of Software Engineering

Steered execution and delivery of global software engineering projects for Google, eBay, Best Buy Canada, American Express, LG, T-Mobile, and Amazon under significant time and budget constraints. Mentored, coached, and led dispersed team of 12 developers and contractors; evaluated performance and facilitated career development. Played key role in defining strategy for product development team and driving key initiatives to fulfill vision.

- **Enabled $10M+ in annual revenue growth** for Assurant by engineering and managing resources for key client projects, including out-of-warranty insurance product and multilingual website for Google, account insurance product site for AMEX, and device insurance product site for T-Mobile.
- Managed staff capacity planning to ensure resource and skill availability for upcoming projects, **provided ongoing coaching and mentoring**, and motivated team to increase performance and advance professionally.
- **Decreased security vulnerabilities by 80%** by using HP Fortify to create static security scan process conducted on .NET applications prior to deployment to production environment.
- Led three-member team conducting **successful migration from TFS 2010 repository to TFS 2015** update 3.
- **Leveraged TFS for application life cycle management,** including implementing new build process using release management and training team on best practices in Agile development.
- **Created, documented, and maintained software development standards** and conventions for class/method naming in SQL, C#, and JavaScript.

REVACOMM — Honolulu, HI   6/2015-5/2016
Software Development Manager

Led team of software engineers in the US, China, and the Philippines to redesign and implement web-based applications using SharePoint, C#, ASP.NET MVC 5, Entity Framework, Microsoft SQL Server 2015, HTML5, jQuery, AngularJS, Kentico CMS, Bootstrap, Web API, and Kendo UI. Recruited, hired, trained, and evaluated staff. Served as Scrum Master facilitating daily technical scrums.

- **Successfully delivered two major projects in a 10-month period,** achieving on-time deployment of two high-profile corporate websites, including performing hands-on development.
- **Provided life cycle project management,** including project estimations, scheduling, allocating resources, assigning tasks, and coordinating integration and collaboration between backend and frontend development teams.
- Partnered with development team to **ensure solution aligned with requirements**, budgets of $2M+, quality objectives, and schedule.

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FM GLOBAL——Norwood, MA   11/2006-6/2015
Senior Software Engineer
Designed, developed, documented, tested, and deployed desktop and server-side Web applications, platforms, and product features using ASP.NET, SQL Server, and WFC using Prism. Developed custom reports with SSRS and SSIS packages. Implemented web services using WCF.

- **Increased efficiency and productivity by 25%** by developing clipboard service to enable global engineers to store search results to local machines; conducted extensive research and selected C#, Task Parallel Libraries, LLBLGen entity cloning, Entity Framework, and SQL CE to store serialized search configuration objects.

- **Reduced annual costs by $2M** with implementation of sophisticated rules engine for approved product assemblies.

- **Overcame significant challenge unsolved by prior engineers** to build new product search engine and optimize search objects to improve querying capabilities.

- **Led technical efforts to upgrade Microsoft SQL Server** 2005 to Microsoft SQL Server 2012/2014 servers, including SSIS and SSRS.

- **Owned and drove development of interoperability between C# managed component and unmanaged component** for multi-tiered systems; developed Adapter class in C# to utilize the .NET component, implemented work status and multiple-resources handling, modified existing ASP.NET web UI, and Integrated C# component with XML web service, and .NET Remoting application.

- **Architected n-tier systems** with business logic layer, presentation layer, and database layer (database connection and security settings); used ASP.NET/C# to implement business logic layer by enforcing object-oriented programming features, such as inheritance, polymorphism, abstraction, and encapsulation.

Previous experience as Lead Application Developer with Computer Science Corporation, Lead Web Developer with Dr. Tax Software, and Software Development Manager with ViGlob, Inc., and CEO with Wyland Entertainment Montreal.

TECHNICAL PROFICIENCIES

Programming:	C#, TPL, WPF, WCF, LINQ
Cloud:	AWS VPC, ELB, EC2, S3, and Serverless (DynamoDB, Lambda, API Gateway)
Merchant Services:	Vantiv, First Data
Web Development:	Angular, ASP.NET MVC, REST, HTML5, CSS, Bootstrap, jQuery, JSON, JS, Kendo UI
DBs & ORMs:	SQL Server 2016, Entity Framework, LLBLGen, T-SQL, Redis, SSIS, SSRS
Tools:	Visual Studio 2017, Jira, Bitbucket, Bamboo, TFS, IIS, Rabbit MQ, Postman
Software Development:	Microservices Architecture, Agile/Scrum, OWASP Top 10 Methodologies
Design Patterns & Frameworks:	MVVM, MVP, MVC, Table Per Type, Table Per Hierarchy, Generic Repository, Unit of Work, Enterprise Library, Dependency Injection, Prism and JavaScript Revealing Module

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EDUCATION AND CERTIFICATIONS

HAWAII PACIFIC UNIVERSITY, Honolulu, HI
Master of Business Administration (MBA), Focus in Information Systems; Graduated with Honors
Bachelor of Science of Business Administration (BSBA), Focus in Computer Information Systems; Graduated with Honors

CONCORDIA UNIVERSITY, Montreal, Quebec
Management Information Systems (MIS) Studies

Certifications: AWS Certified Developer Associate (CDA), Solutions Architect Associate (SSA), SysOps Administrator (SOA)

Affiliations: Project Management Institute (PMI), Honolulu Chapter | Upsilon Pi Epsilon (ACM) Honor Society for Computing & Information Disciplines