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Courtney Glosser - Director, Software Engineering

Director-level software engineering leader with 20+ years of hands-on development experience and over a decade of team, project, and product management. Proven ability to scale teams, drive product strategy, and lead high-impact delivery across cloud-native platforms. Skilled in aligning technical execution with business goals while mentoring engineers and modernizing development practices.

- Served as career manager, job leader, and mentor for junior to senior level staff, individual contributors and managers
- Managed portfolios of projects across multiple teams to align to larger business strategy
- Responsible for engaging multiple stakeholders and deconflicting priorities
- Proven track record of onboarding to emergent technology
- Polyglot, comfortable with Python, JavaScript (Node.js, Angular, Vue, React), Java, PHP, and onboarding to new languages
- Held AWS Solutions Architect and proficient in cloud migration and cloud-native architecture
- Fully adjudicated TS/SCI with CI Poly

Experience

Mission Technology Group

Director of Software Engineering

March 2022 - Present

- Lead multiple engineering teams, driving full-stack web application products deployed in varied environments.
- Partner with business and product leadership to define roadmaps, timelines, and delivery strategies aligned with customer and stakeholder objectives.
- Spearhead the shift from monolithic systems to microservice architecture, leveraging cloud, automatically provisioned VMs, and containerized CI/CD deployments.
- Champion Agile development practices, facilitating sprint planning, retrospectives, and cross-team alignment.
- Cultivate a culture of innovation and technical ownership, mentoring engineers and first-line managers to grow their capabilities.
- Guide technical architecture decisions including modernization of legacy systems, adoption of serverless patterns, and integration of artificial intelligence services.
- Foster collaboration across engineering, business development, and leadership to align delivery with market expectations.
- Emphasized communication and team cohesion through commitment to weekly one-on-ones with every direct report.

Booz Allen Hamilton

Senior Manager, Data Engineering | Technical Program Lead

June 2018 - March 2022

- Directed 3 cross-functional engineering teams (15+ staff) responsible for designing and maintaining large-scale, distributed data pipelines supporting mission-critical intelligence
- Guided the transformation of legacy workflows into modern, automated, cloud-native architectures using Kubernetes, AWS, Apache NiFi, Kafka, and Accumulo
- Drove architectural strategy for ingesting and processing high-volume datasets across diverse domains, enabling advanced analytics and decision making capabilities.
- Partnered with senior stakeholders to align engineering deliverables with evolving product requirements, balancing speed, security, and compliance.
- Mentored engineering leads and mid-level developers, fostering career growth, technical skill development, and leadership readiness.
- Facilitated Agile ceremonies across multiple teams, coordinated inter-team dependencies, and worked with product management to define and deliver on quarterly objectives.

Engineering Manager | Technical Program Lead

June 2014 - June 2018

- Led a team of five engineers delivering data processing solutions using Python, Kafka, Apache NiFi, and AWS serverless architecture (Lambda, S3, API Gateway, SQS, SNS, etc.)
- Drove modernization efforts by refactoring complex legacy systems into maintainable, testable components significantly reducing tech debt and improving delivery velocity.
- Championed the introduction of unit testing and CI pipelines, raising code quality and enabling faster, more reliable deployments.
- Served as primary technical liaison to the client delivering weekly progress updates, coordinating priorities, and providing regular product demos to stakeholders.
- Collaborated with data scientists and infrastructure teams to deploy scalable, cloud-native solutions tailored to evolving mission requirements.
- Recognized for balancing technical depth with customer-facing clarity, building trust and transparency in long-term delivery partnerships.

Genesys Labs

Project Manager | IVR Product Delivery Lead

November 2012 - June 2014

- Project Manager overseeing largest client accounts for the Cloud services offering
- Responsible for managing over 80 IVR applications, and leading a team of international developers
- Provided regular demonstrations and took ownership of the project management team

Booz Allen Hamilton *March 2010 - November 2012*

- Provided full-stack web application development services
- Acted as individual POC for clients from first client meeting through requirements gathering, project management, software development, delivery, and support

VIP Communications *July 2008 - March 2010*

- Responsible for web application development helping manage call center schedule planning.

Zincastle Software Systems *August 2004 - March 2010*

- Responsible for full-stack software development

- Management multiple client projects in parallel
- Developed and maintained small business partnerships to drive business development

Education

Roanoke College - Bachelor's degree in Computer Science

Security + - Active September 2019 - September 2025

AWS Solutions Architect - Associate - Active July 2018 - July 2020

Certified Scrum Master - Active May 2012