

Sr. Director of Engineering

Software Development | Quality Assurance | Cloud Computing | Network Security | Automation | Team Building

Accomplished Engineering Leader with more than 15 years of experience leading and supporting the development and release of innovative CRM and telecom products. Well-versed in all aspects of Project Management and delivery including the SDLC, team building, employee development, and executive reporting. Record of accomplishment in building and releasing cloud-based, SaaS solutions, leading technical operations, and working cross-functionally with stakeholders and end-users.

Strengths and Competencies

MS Office – PowerPoint, Excel, Word, Access | Remedy | Salesforce | Ruby mine | Aptana | Google Analytics | Mix Panel
JIRA | NMAP | Engine Expressions | Wireshark | Send Stream | WordPress | XCode | Jenkins CI Data loop | Icinga |
Totango | Pendo | Windows OS | Solaris 10 | MAC OS | Linux builds | Fedora | Ubuntu | Mint & Backtrack | iOS | Android
HTML | CSS | TCP/IP | VoIP | SQL | Flash | Java | JavaScript | UDP | Cucumber | Ruby | RSPEC | Rails

Career History

Sr. Director of Engineering – Nomad Health, Charlotte NC (02/2020 – Present)

Directed the Engineering Culture, Quality, technology stack, design, execution, and strategic vision of Nomad Health with a focus on Nomad's facility experience and marketplace.

- *Collaboration – Worked across the org with various business stakeholders to build out company and team level OKRs, assess technical debt vs feature development to calculate ROI, and Guide the technical decision-making in helping determine to utilize something “off the shelf” vs in-house implementations.*
- *People development/Culture building – Developed Junior ICs through to Sr. Management roles. Utilized myself as a multiplier for my teams and the organization by scaling myself and groups to be more autonomous in their day-to-day operations. Providing constructive feedback to ensure the overall health of the culture remains innovative and collaborative while staying mission-driven.*
- *Data-Driven – Utilizing an OKR framework to set objectives and key results to help guide the organization to hit specific strategic metrics in areas of priority given current market conditions. Utilizing Data in collaboration with Data and Product teams in tools such as Looker and Amplitude to help guide both technical and product decisions. Staying user-focused by monitoring NPS scores to understand specific trends customers are going through.*

Achievements: Directed and managed the new Allied Health vertical generating millions of dollars in new revenue YoY before handing it off to multiple teams, Directed the build-out of the QA department including the automation frameworks, Set quality, and release standards org-wide, Directed the development, design, and execution of the Demand product (Greenfield project / 0-1) within a quarter, Directed the implementation of proprietary workflows and internal toolings for internal operation users resulting in significant OPEX savings.

SMTS – Engineering Manager – Salesforce.com, San Francisco, CA (09/2011 – 09/2019)

Directed the design, development, debugging, and release of innovative SaaS, cloud, and mobile CRM solutions that give a single, shared view of every customer to all departments — including marketing, sales, commerce, and service. Managed the daily operation of the team and tasks, including schedules, project assignments, and employee performance and development. Tracked employee hours, including PTO (holidays, vacation, FMLA).

- *Project Management/Agile Scrum* – Led multiple projects through the product development SDLC in the role of Scrum Master; led standups and Release Management efforts. Front-end (SaaS) Dev.
- *Development and Testing*– developed and conducted manual testing (functional/regression); coded automated tests (Cucumber, Ruby, Page Objects, SPEC). Tested new features and new mobile builds utilizing XCODE;
- *QA* -- Running automation before and after each code deployment; finding bugs/blockers in the current code base (production) or the QA environments.

Training and Development -- Trained and mentored new hires in classroom sessions and one-on-one post-training follow-up sessions; co-authored a five-day hands-on product training course.

Continuous Improvement -- Analyzed systems and identified process shortfalls; created and proposed a new process to VP-level management.

Technical Engineer (MTS), Desk.com (formerly Assistly acquired by Salesforce) -- Salesforce.com, San Francisco, CA

Delivered technical support for an innovative SaaS customer service help desk application that provides instant sign-up and zero-touch onboarding, expanding the potential reach of the service cloud to millions of companies around the world. Served in the role of technical liaison between development and the support team.

- Answered email, phone, and chat session technical inquiries regarding the app, including features, and benefits.
- Provided Liquid syntax help to clients adding different objects to their support center.
- Troubleshoot IMAP and SMTP issues, as well as relaying, and MS Exchange.

Sr. Technical Coordinator/Technical Engineer HSD -- Cablevision Systems Corporation, LI City, NY (01/2006 – 12/2011)

Provided technical and operational support for the protection of the community at large, company and third-party intellectual property, and company assets in the way of cable and bandwidth services.

Worked with law enforcement to enable police and EMT responses to life-threatening situations, including cases of suicides, barricades, and abductions, by providing network data when requested. Collaborated with the legal department in protecting the privacy rights of the company, customers, and law enforcement. Provided *57 Call logs to law enforcement in cases of harassment to one of our subscribers.

- Monitored residential and business user's IP(s) (using various tools including NMAP, and other internal tools) that were involved in any type of malicious activity on our network, such as spamming, hacking, fraud, phishing, and botnets and using proactive measures such as port scanning to find compromised networks.
 - Processed DMCA tickets (Digital Media Copyright Act) to persons illegally downloading copyrighted content on the Optimum Online Network. Identified and addressed bandwidth abusers

- Processed legal orders appointed by the legal department concerning criminal activity on the network.

Automation – collaborated on the automation of a complicated multi-step manual process to eliminate errors and drive agent productivity. Devised and developed an internal automation tool that managed and completed **50%** of incoming work freeing resources that delivered a **30%** increase in productivity.

Database Management Solutions – identified a data management bottleneck while using the database for legal research by multiple users. Proposed a potential solution that involved bringing in a robust web-based solution that enabled numerous users and multiple transactions to access and process simultaneously.

Education and Professional Development

Information Technology coursework -- Briarcliff College, American Intercontinental University

Certifications, Code School

Try SQL | Front-end Formations | Front-end Foundations | AWS Solutions Architect (*in-progress*)