

John Flesch

Software Engineering Manager • Innovative and Strategic Team Leader

Experienced software engineering manager with a proven track record of over 13 years of leading, inspiring, mentoring and collaborating with a diverse group of developers building innovative and impactful applications. With a strong programming background and experience in people management, I'm intimately familiar with all aspects in designing, developing and implementing enterprise-scale systems, while cultivating a team culture of high performing, passionate and self-motivated engineers.

EXPERIENCE

Verizon

Senior Software Engineer — Learning Applications Development

November 2015 — Present

Continued the expansion of Verizon's digital learning content platform and cloud infrastructure, increasing monthly active users 550% by streamlining content administration, resulting in a reduction in annual training expenditures and operating costs by \$7 million. Managed a team of 2 programmers.

Significant accomplishments include:

- Scaled the availability of the learning platform to 112,000 external partners on five continents, while maintaining 99.99% uptime.
- Slashed cloud infrastructure costs by 43% by migrating the entire product portfolio to AWS, in under 2 months with no downtime or data loss.
- Designed and implemented the GraphQL based API, seamlessly connecting the multiple digital learning applications, improving both the developer and end-user experience, and facilitating the integration of the learning platform with other Verizon systems.

Verizon Wireless

Manager — Programming & Development

June 2010 — November 2015

Expanded a remote team of 2 developers to 10 JavaScript and Ruby engineers to support the creation of an award-winning digital content platform used in Verizon classrooms by more than 80,000 employees. Doubling monthly active learners with each of the 4 full-version releases, the platform saved Verizon more than \$2 million annually on training expenditures and operating costs. Recognized with a "Leading" annual performance rating (top 10% of the organization).

Verizon Wireless

Consultant — Curriculum Development

June 2005 — June 2010

Developed the technology behind many of the authoring tools used to create Verizon training, including an extensible and customizable JavaScript framework allowing content authors to quickly produce interactive training. The focus on in-house courseware development saved over \$125,000 annually on vendor production costs. Managed and promoted 1 contract position to a full-time employee.

EDUCATION

Illinois Institute of Art

Bachelor of Arts (BA) — Interactive Media Design

2001 – 2004

CONTACT

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HONORS & AWARDS

Employee of the Quarter

Q3 2017 • Verizon Global Learning and Development

Employee of the Month

Sep 2017 • Verizon Global Learning Technology

"Leading" Performance Rating

2014 • Top 10% of Verizon Employees

18 Spotlight Recognition Awards

2005 — 2019 • Verizon Global Learning and Development

4 ADT "BEST" Awards

2018 • Association for Talent Development

Top 10 Hall of Fame

2017 • Training Magazine

Best Advance in Unique Learning Technology (Silver)

2012 • Brandon Hall

CONTINUING EDUCATION

1-on-1 Professional Development and Coaching

The Achieve Institute

Unconscious Bias

Verizon Diversity Workshop

Leading with Emotional Intelligence
Verizon Leadership Essentials

Building Your Influence as a Leader
Verizon Leadership Essentials