

John Flesch

Software Engineering Manager • Innovative and Strategic Team Leader

Experienced software engineering **manager** with a 13 year track record of **leading, inspiring, mentoring** and **collaborating** with a diverse group of innovative developers building impactful solutions. Demonstrated success in both programming and people management, I'm deeply familiar with designing, developing and implementing enterprise-scale systems, while cultivating a team culture of high performing, adaptable, transparent, passionate and self-motivated engineers.

EXPERIENCE

Senior Software Engineer — Learning Application Development

Verizon • Remote

November 2015 — Present (April 2019)

As Backend Team Lead managing 2 remote programmers, continued the expansion of Verizon's digital learning content platform and cloud infrastructure, increased monthly active users by 550% and reduced annual training expenditures and operating costs by over \$7 million.

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 multiple digital learning applications, improving both the developer and end-user experience, and facilitating the integration of the learning platform with other Verizon systems.

Engineering Manager — Programming & Development

Verizon Wireless • Remote

June 2010 — November 2015

Recognized with a "Leading" annual performance rating (top 10% of the organization), 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 all 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.

Software Engineer — Curriculum Development

Verizon Wireless • Schaumburg, IL

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. Lead the adoption of in-house courseware development saving over \$125,000 annually on vendor production costs. Mentored, managed and promoted 1 contract position to a full-time employee.

EDUCATION

Bachelor of Arts (BA) — Interactive Media Design

Illinois Institute of Art • Schaumburg, IL

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

2015 • 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

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