

# Christopher M. Gagne

5-11 47th Ave Apt 3L, Long Island City, NY 11101

Phone: 860-334-0808 • gagnechris@me.com • [www.gagnechris.com](http://www.gagnechris.com)

## Software Engineering Leader

Results-driven Director of Software Engineering with extensive experience scaling high-performing teams, driving technical vision, and delivering innovative software solutions in fast-paced environments. Proven track record in building engineering culture, partnering with stakeholders to define and execute product roadmaps, and implementing process improvements that enhance operational excellence and team productivity. Recognized for coaching and mentoring talent, fostering collaboration, and championing continuous improvement across the organization.

### Core Competencies

- Strategic Roadmap Development
- Stakeholder Partnership
- Agile & Lean Methodologies
- Team & Culture Building
- Continuous Improvement & Operational Excellence
- Technical Vision & Innovation
- Diversity, Equity & Inclusion Advocacy

### Professional Experience

#### **RO** – New York, NY

*Health Care*

##### **Director of Software Engineering**, July 2019 to Present

I am dedicated to aligning engineering initiatives with business goals while leading a high performing team.

- Spearheaded the adoption and modernization of the software development lifecycle with Agentic AI.
- Instituted onboarding and incident management processes, enhancing team productivity and system reliability.
- Defined the technical vision for care delivery, ensuring alignment with Ro's rapid growth and scalability..

#### **JW PLAYER** – New York, NY

*Online Media*

##### **Director of Software Engineering**, March 2017 to July 2019

I led the transformation of the Media Engineering department, significantly enhancing our operational capabilities.

- Grew the engineering team and hired three engineering managers to support our expanding team.
- Established three specialized teams, each with dedicated leadership, to streamline media solutions.
- Drove key vendor relationships and cost optimization initiatives, ensuring efficient resource management.

#### **SHUTTERSTOCK** – New York, NY

*Online Media*

##### **Software Engineering Manager**, September 2014 to March 2017

I spearheaded transformative engineering initiatives at Shutterstock, enhancing our media systems and architecture.

- Led two teams through the modernization of media metadata and ingestion systems, ensuring robust performance.
- Oversaw the shift from monolithic to micro services architecture, significantly improving system reliability.
- Collaborated with a Montreal-based team to create a unified data model and new APIs for better integration.

#### **VIACOM** – New York, NY

*Media Company*

##### **Software Architect**, September 2014 to April 2015

I was instrumental in architecting web solutions for Viacom's international brands, streamlining site-building processes.

- Led the development of new websites and services, ensuring high performance and stability.
- Enhanced the reliability of existing sites through targeted optimizations and best practices.
- Collaborated with cross-functional teams to align technical initiatives with business objectives.

**GETTY IMAGES** – New York, NY

*Online Media*

**Application Development Manager**, June 2012 to September 2014

I played a pivotal role in leading the development of Getty Images' Digital Asset Management system, driving innovation through technology.

- Championed the use of Scala, Akka, and .NET/C# to build robust applications.
- Fostered a collaborative environment among developers to enhance project outcomes
- Gained expertise in cloud technologies and application performance optimization.

**DEALERTRACK REGISTRATION AND TITLING SERVICES** (formerly triVIN Inc.) – Groton, CT

*Online solution provider for the Automotive Industry*

**Software Engineering Manager**, August 2010 to June 2012

I effectively managed a team dedicated to delivering robust software solutions for Dealertrack.

- Directed the development of 22 applications, leveraging open-source technologies to meet customer needs.
- Collaborated with cross-functional teams to prioritize and implement application changes, enhancing product offerings.
- Fostered a culture of quality assurance, ensuring that both software engineers and quality analysts worked seamlessly together.

**DEALERTRACK REGISTRATION AND TITLING SERVICES** (formerly triVIN Inc.) – Groton, CT

*Online solution provider for the Automotive Industry*

**Senior Software Engineer**, December 2004 to August 2010

I actively contributed to the development of critical applications and became a subject matter expert in key processes.

- Developed Java EE, VB 6.0 and C# applications to support diverse business needs.
- Specialized in the consolidated ACH process and the MD and VA Online Registration System (OLRS) applications.
- Enhanced application performance through the creation of various supporting web applications.

**PSYCHE SYSTEMS CORPORATION** – Milford, MA

*Provider of laboratory information system software solutions to public and private laboratories*

**Software Engineer**, July 2000 to December 2004

Developed, deployed and supported VB 6.0, VB.NET and SmallTalk Applications.

**DAYSTAR CORPORATION** – Plainfield, CT

*Start-up company specializing in automating part inspections using technology*

**Software Engineer**, January 1999 to April 2000

Developed and maintained applications. Supported corporate IT infrastructure.

## Technical Skills

- **Programming Languages:** Python, NodeJS, React, Java, Scala, SQL
- **Frameworks & Architecture:** Microservices, Distributed Systems, RESTful APIs, Message-Driven Architectures
- **Cloud & Infrastructure:** AWS, CI/CD, Kubernetes, Docker, Infrastructure as Code (e.g. Terraform, CloudFormation)
- **Databases:** Postgres, MySQL, Cassandra, SQL Server, NoSQL Databases
- **DevOps & Methodologies:** Agile, Scrum, Kanban
- **Data & Analytics:** AI/ML, Data Modeling, Data Migration, ETL Pipelines

## Education

University of New Haven– New London, CT

**MBA for Emerging Leaders**, May 2008

New England Institute of Technology – Warwick, RI

**Bachelor's Degree in Business Management**, December 2006

New England Institute of Technology – Warwick, RI

**Associate's Degree in Computer and Network Servicing Technology**, March 2000