

Christopher M. Gagne

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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

- Scaled engineering organization from 2 to 8 teams, directly hiring and mentoring engineering managers and individual contributors to support rapid company growth.
- Currently leading a team of 6 engineers focused on Care Delivery Operations, ensuring operational excellence, improving efficiencies and quality while enabling scalable workflows to support Ro's rapid growth and scale.
- Partnered cross-functionally with Product, Design, Data, and Infrastructure teams to deliver critical care delivery applications, improving patient and provider experiences.
- Instituted and continuously refined onboarding, incident management, and operational processes, resulting in measurable improvements in team productivity and system reliability.
- Defined and executed the technical vision for care delivery, aligning engineering initiatives with business goals.

JW PLAYER – New York, NY

Online Media

Director of Software Engineering, March 2017 to July 2019

- Grew Media Engineering from 3 to 14 engineers, establishing vision and mission, and securing stakeholder buy-in.
- Structured the organization into three specialized teams, each with dedicated leadership, to optimize delivery of media ingestion, management, and delivery solutions.
- Managed key vendor relationships and drove cost optimization initiatives.

SHUTTERSTOCK – New York, NY

Online Media

Software Engineering Manager, September 2014 to March 2017

- Led two cross-functional engineering teams through multiple large-scale migration projects, including modernizing the media metadata warehouse and media ingestion systems.
- Transitioned legacy monolithic systems to a distributed, message-driven microservices architecture, improving scalability and reliability.
- Directed Montreal-based team in designing a unified data model for media metadata and building new APIs, enabling seamless integration across all business units and media types.

VIACOM – New York, NY

Media Company

Software Architect, September 2014 to April 2015

- Architected web solutions for Viacom's international brands, unifying and streamlining site-building processes across multiple teams and regions.
- Provided hands-on technical leadership during the development of new websites and services, ensuring high performance, scalability, and stability.
- Improved the reliability and maintainability of existing sites and infrastructure through targeted optimizations and best practices practice adoption.
- Acted as a key liaison between engineering, product, and business teams to align technical initiatives with organization goals.

GETTY IMAGES – New York, NY

Online Media

Application Development Manager, June 2012 to September 2014

Managed 12 developers across JVM/Scala and .NET/C# projects.

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

Led 15 engineers, 13 QA, prioritized and delivered 22+ applications.

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

PSYCHE SYSTEMS CORPORATION – Milford, MA

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

Software Engineer, July 2000 to December 2004

DAYSTAR CORPORATION – Plainfield, CT

Start-up company specializing in automating part inspections using technology

Software Engineer, January 1999 to April 2000

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:** MySQL, Cassandra, SQL Server, NoSQL Databases
- **DevOps & Methodologies:** Agile, Scrum, Kanban
- **Data & Analytics:** 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