

# JONATHAN CAMPBELL

## PEOPLE LEADERSHIP • PROCESS CREATION • TEAM BUILDING

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Experienced engineering and people leader with a **proven ability to build teams and lead strategic turn-arounds**. Successful track record leading agile teams as they've built revenue-generating applications and established money-saving processes. [Reporting lines of up to 60 cross-functional technologists](#), including Engineering Managers, FE/BE & Data engineering, SDET, UI/UX, and DevOps.

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### EXPERIENCE

#### **Director of Engineering**, The Predictive Index

*Aug 2021 - Mar 2023*

Responsible for all processes within Agile development and DevOps SDLC as well as test automation and application architecture. Led platform teams providing reusable components in C# and Angular, for a total of ~30 engineers with 5 reporting managers.

- Managed delivery of multiple shared services (C# APIs & Angular components), including authentication, permissions, and machine learning models, to power multiple products as part of a strategic rewrite focused on "product-led growth". Supported the successful launch of Predictive Index's Hire and Design product rewrites which contributed to a ~20% year-over-year growth.
- Led a strategic turn-around for the DevOps team. Moved from a bottlenecked process with hand offs and wait time to self-serve platform engineering where software teams were able to self-serve via command line tools, infrastructure-as-code (Azure Bicep) and parameterized pipelines in CircleCI. Reduced operations support resolution time by 50% in one year.
- Championed a two-quarter, focused effort to convert 95% of manual regression tests to automated UI tests, resulting in a 15% increase in developer velocity and steady growth in developer engagement.

#### **Director of Engineering**, Urbint

*Aug 2020 - Jul 2021*

*Reporting Line:* Up to 12 technologists across 2 teams and 1 reporting manager.

- Championed an extensive, mobile-first rewrite of the company's flagship Damage Prevention product based on user interviews and historical data that revealed 70%+ of the user base was in the field when using the app.
- Rebuilt the application and DevOps teams during the "great resignation" by starting international hiring, resulting in up to 60% savings on salaries compared to traditional New York City rates. Introduced asynchronous agile processes that supported successful communication and development across seven time zones.
- Led the change management process to transition from an esoteric tech stack (ClojureScript, Python and NixOS) to an industry-standard, easy-to-hire stack of Django & Python, React & TypeScript, and Docker. This shortened the lead time on new developer hires from 4 months to 30 days.

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**Director of Software Engineering, Kroll Bond Rating Agency***Feb 2016 - Jul 2020**Reporting Line: Up to 60 technologists across 12 teams and 5 reporting managers.*

- Doubled the size of the application engineering team in one year, adding 5 teams focused on a drop-in replacement for a competitor's product across multiple delivery channels (desktop software, web application, and data feeds). Features, such as an Excel plugin, necessitated hiring the company's first C#, Node.js, and Data engineers. Incorporated the new technologies and personnel with revamped processes and procedures, resulting in successfully delivering application features guided by externally imposed deadlines.
- Assigned to turn-around the web operations group after months of weekly outages. Leveraged the DevOps methodology to allow all engineers to participate in troubleshooting, problem solving, and solutioning. Identified and remedied the primary causes of outages within one month. Ultimately transitioned 100% of the firm's custom applications from bare metal servers to private- and public-cloud hosting (VMWare & Azure) with 80% of those applications moving to Docker and Infrastructure-as-Code (Terraform) within one year.
- Saved an estimated \$15 million yearly by implementing a new ratings management system. This application (PHP, React, SQL Server) eliminated the need for hiring additional data entry staffing, increased efficiency for ratings publication, and kept the company in compliance with extensive SEC and similar government regulations

**Engineering Manager, Kroll Bond Rating Agency***Apr 2014 - Feb 2016*

- Hired the firm's two dozen software developers, creating a culture focused on the agile principles, software craftsmanship, and customer interaction.
- Achieved over \$2 million in revenue within the first year after launching KBRA Credit Profile, an internally developed, subscription web application.
- Lowered the cancellation rate of KBRA Credit Profile 30% by integrating KBRA's proprietary data into third-party applications. This required extensive coordination with product managers and software engineers at multiple other financial firms.

**Senior Web Developer, Kroll Bond Rating Agency***May 2013 - Apr 2014***Director of Information Technology, ReminderMedia***May 2008 - May 2013*

- Led extensive refactoring and optimization efforts that reduced the load time of the company's lead generation tool by 90%, increasing the average outbound calls per salesperson by two per hour.

*Note: Additional individual contributor roles in software development are listed on LinkedIn.***EDUCATION****AS, Computer and Information Sciences**

Allentown Business School

2021

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