**Jesse L. Parent**

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***Innovative Solutions • Software Architecture • Senior Leadership***

Highly skilled and driven engineering leader with extensive experience devising, establishing, and leading software and application development projects aimed at enhancing revenues, solving complex issues, penetrating new markets, and optimizing business processes.

Track record of success as an adept trouble-shooter and creative problem solver. Adept communicator with a keen ability to forge solid working relationships with key stakeholders, business partners, and C-level executives. Counted on to guide special projects on a major scale.

**Technical Skills**

ASP.NET, C#, NodeJS, Express, MongoDB, ReactJS, Bootstrap.js, Python, XML, JavaScript, PHP, HTML, CSS, Web Services, AWS, GCP, SaaS/Cloud Computing, MySQL, Microsoft SQL Server, MySQL, MongoDB, GraphQL, Unix Shell Scripting, N-Tier Architecture, Integrating Diverse Web Components, Database Architecture.

**Professional Experience**

IdeaCloud **⎯** Salt Lake City, Utah July 2021 – Present

**Chief Technology Officer**

I am responsible for the strategy and technologies employed for the IdeaCloud SaaS platform. I coordinate resources to implement story-driven simulations in Javascript, HTML, and CSS as well as develop our SaaS platforms in React.JS, Python, AWS, and GCP. I am also responsible for meeting with clients and investors, as well as developing operational strategies to help all aspects of our business move faster.

* Established strong documentation and development processes for better collaboration and communication.
* Serve on Diversity, Equity, and Inclusion committee.
* Established a recruitment pipeline with coding bootcamps to bring in developers as interns and then advance them into our simulation or platform development if they are successful.

Trilogy Education/University of Utah **⎯** Salt Lake City, Utah February 2021 – Present

**Teaching Assistant & Tutor**

After taking a Full Stack Web Development Bootcamp, I discovered a passion for helping others pursue their educational goals as a peer learner. In this role, I assist students learning the MERN (MongoDB, Express, ReactJS, NodeJS) stack through online classes, offline issues, and office hours. I purposely asked for office hours on the day projects and assignments are submitted to help with last minute issues students encounter.

Cornerstone OnDemand **⎯** Sandy, Utah / Santa Monica, CA September 2019 – July 2021

**Senior Manager of Engineering, Enterprise Systems**

As a senior engineering manager, I am managing 12 engineers working in AWS on technologies such as AWS Lambdas, SQS, and SNS. We are also providing remote assistance using React.JS to User Interface groups based in our Santa Monica, CA office. My responsibilities include coordinating tasks between our groups and teams based in Santa Monica, providing coaching and professional development for my direct reports, and weighing in on architectural decisions.

* Led two pods of engineers to successfully deliver a greenfield SaaS project in AWS by redeploying resources to address constraints and accurately re-prioritizing backlog items.
* Serve on Diversity, Equity, Inclusion, and Belonging committee with a goal of bringing specific focus to ability.
* Manage remote office as a part of a small group of local managers

Sorenson Communications/CaptionCall **⎯** Salt Lake City, Utah October 2016 – September 2019

**Senior Director of Engineering, Enterprise Systems**

Hold bottom-line accountability for supervising software development team that includes 20 engineers who build applications for profile management, call routing, customer management, scheduling, and SIP gateways. Oversee cross-functional teams including designers, engineers, project managers, and product managers. Make key contributions towards development of company’s technology roadmap and direction as member of architecture committee, change control committee, and IT technology roadmap committee. Directly responsible for creating custom monitoring tools, validating subpoenas served for data requests, and creating custom reports using Microsoft SQL Server and Microsoft Excel.

* Sparked significant increases in compensated calls from Deaf users by designing solution to inform user of missed calls that never connected to so they could return missed calls.
* Spearheaded tool development and process that decreased processing time by +99% for legal document review.
* Hand-selected to hold direct responsibility for validating product management requests, development designs, and deployment plans.

Sorenson Communications/CaptionCall **⎯** Salt Lake City, Utah March 2013 – October 2016

**Director of Quality Assurance**

Utilized extensive background in software, personnel management, and engineering to direct efforts involving scope, strategies, roadmaps, solutions blueprints for mobile, desktop, embedded, hardware, and enterprise products. Applied strong background in application architecture and product management to lead team of 30-40 test engineers. Provided technical knowledge and services to forge interdepartmental and team member relationships that enhanced revenue generation and delivery of service. Validated product management requests, development designs, test case creation, bug reviews, and deployment plans.

* Led efforts to provide and deliver high-level, technical education for QA personnel that resulted in 90% of attrition going to engineering and IT positions within company.
* Successfully decreased legal liabilities by creating subpoena request validation process.
* Co-authored three patents; 8610755, 9294423, and 9204088.

Sorenson Communications/CaptionCall **⎯** Salt Lake City, Utah February 2009 – March 2013

**Senior Engineering Manager, Enterprise Systems**

Guided design, development, and execution of scalable, web-based solutions using XML, ASP.NET, Web Services, C#, JavaScript, and Microsoft SQL Server. Led and directed critical tasks including debugging and finding solutions for critical software issues; track record of success providing rapid turnaround. Provided technical leadership and innovation; mentored junior developers. Enforced test-driven development to optimize team velocity.

* Enabled hard of hearing customers to receive live captioning of phone calls by designing system that allowed for capture of audio and sending of text to custom phone endpoints.
* Developed ability for one phone number to contact multiple video phones and broadcast that number when calling.

Sorenson Communications/CaptionCall **⎯** Salt Lake City, Utah October 2003 – February 2009

**Senior Software Engineer | Team Leader**

Assumed leadership role for high-level project initiatives while exercising expert knowledge of development concepts, strategies, testing programs, and methodologies. Devised and created cloud-based profile management system using C#, ASP.NET, XML, Microsoft SQL Server, and Web Services. Championed development of mechanism for creating and retrieving video messages using ASP.NET and Microsoft SQL Server.

* Provided secure call routing and storage for Deaf customer videophones by creating cloud-based profile and routing system.
* Increased revenues by creating new video messaging system for Deaf users.

**Additional Experience**

Datamark, Inc. **⎯** Salt Lake City, Utah

**Lead Developer, Interactive Technology**

Sorenson Media **⎯** Salt Lake City, Utah

**Principal Engineer**

emWare, Inc. **⎯** Salt Lake City, Utah

**Director of Applications Engineering**

YSource, Inc. **⎯** Park City, Utah

**Director of Engineering**

**Education**

University of the People **⎯** Pasadena, California • **Master of Business Administration (2021)**

University of Utah **⎯** Salt Lake City, Utah • **Full Stack Web Development Certificate (2021)**

Worcester Polytechnic Institute **⎯** Worcester, Massachusetts • **Bachelor of Science in Computer Science**

AWS Certified Cloud Practitioner