

# Jesse L. Parent

Salt Lake City, Utah  
linkedin.com/in/jesse-l-parent/

## Senior Engineering Director

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

Systems Architecture  
Software Engineering  
Agile SCRUM Methodologies  
Business Performance  
Application Development  
Strategic Planning & Road Mapping  
Program & Project Management  
Deployment Plans & Schedules  
Distributed Systems  
Interpersonal Skills  
Leadership & Team Building

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. Able to recognize, isolate and solve long-term business and technical issues. Holds multiple patents for systems and architecture solutions.

Expert knowledge and ability within multiple environments and situations related to application architecture, user-centered design, software development, product roadmaps, market analysis, and strategic planning.

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.

## PROFESSIONAL EXPERIENCE

CORNERTONE ONDEMAND — Sandy, Utah / Santa Monica, CA

September 2019 – Present

### 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 ReactJS 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.

#### Key Contributions:

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

SORENSEN 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.

#### Key Contributions:

- 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.

SORENSEN COMMUNICATIONS/CAPTIONCALL — Salt Lake City, Utah

March 2013 – October 2016

### Director of Quality Assurance

# Jesse L. Parent

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(Cont.)

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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.

## **Key Contributions:**

- 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.

SORENSEN 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, We 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.

## **Key Contributions:**

- 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.

SORENSEN 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.

## **Key Contributions:**

- 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.

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## **ADDITIONAL EXPERIENCE**

DATAMARK, INC. — Salt Lake City, Utah

## **Lead Developer, Interactive Technology**

SORENSEN 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**

EURO RSCG DSW PARTNERS — Salt Lake City, Utah

## **Lead Developer**

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## **EDUCATION & QUALIFICATIONS**

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(Cont.)

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UNIVERSITY OF THE PEOPLE — Pasadena, California • **Master of Business Administration (In Progress – 2021)**

UNIVERSITY OF UTAH — Salt Lake City, Utah • **Web Developer Certification (In Progress – 2021)**

WORCESTER POLYTECHNIC INSTITUTE — Worcester, Massachusetts • **Bachelor of Science in Computer Science**

AWS CERTIFIED CLOUD PRACTITIONER

**Technical Skills:** ASP.NET, C#, Web Services, AWS, SaaS/Cloud Computing, MySQL, Microsoft SQL Server, Unix Shell Scripting, N-Tier Architecture, NodeJS, Express, MongoDB, React, Bootstrap.js, Python, SIP, XML, JavaScript, HTML, Azure, Integrating Diverse Web Components, PHP, Database Architecture.

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## PATENTS

**US 10127833 B1** — November 13, 2018 • Video relay service, communication system, and related methods for providing remote assistance to a sign language interpreter during a communication session.

**US 9294423 B2** — March 22, 2016 • Communication systems and related methods for notifying devices having a plurality of unique identifiers about missed communications

**US 9204088 B2** — December 1, 2015 • Systems including and methods of operating communication devices assigned individual and group identities.

**US 8610755 B2** — December 17, 2013 • Methods and apparatuses for multi-lingual support for hearing impaired communication

**US 7117268 B2** — October 3, 2006 • Architecture for communicating with one or more electronic devices through a gateway computer

**US 7024473 B** — December 5, 2002 • Web server for communicating with one or more electronic devices through a gateway computer