

JOSEPH BALLOW

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(508)-982-3698

EDUCATION

B.A. in Computer Science, Boston University

January 2014

EMPLOYMENT

Senior Engineering Manager, athenahealth

2023 - Current

- Proposed and managed front end training initiative to efficiently make training available to all developers using limited resources. Program feedback highly positive.
- athenaAdmired leader recognizing top quartile employee engagement, performance feedback, and career conversations with direct reports in employee feedback survey.

Engineering Manager, athenahealth

2020 - 2023

- Assumed leadership of two teams during critical phases of delivery including GA of Telehealth product in response to COVID-19 and major release of internal design system.
- Minimal attrition and successful hiring during challenging market conditions.
- Received Team of the Release award for impact of team's success rapidly releasing an integrated Telehealth product for providers who could not safely see patients in person during COVID-19.

Lead Software Developer, athenahealth

2019 - 2020

- Challenged to build an integrated Telehealth product in EHR in response to COVID-19.
- Quickly vetted potential options and team was selected to move forward with a cross functional group.
- Worked with Amazon Chime team to resolve android and iOS issues blocking alpha test.
- Kickoff to first live visit in 25 days, GA in 52 days. Served 2500 visits/day within 90 days of launch.
- Received Extra Mile award for impact on campus recruiting and interviewing during large hiring push while quickly ramping up on new team.

Senior Software Developer, athenahealth

2017 - 2019

- Designed and built a messaging system to securely and automatically share sensitive files with clients, reducing manual workload for account managers.
- Development point of contact for strategic clients on multiple projects.

Software Developer, athenahealth

2015 - 2017

- Implemented components in internal pattern library, facilitating fast and consistent UI development.
- Integrated third party survey product to measure NPS, replacing manual outreach by employees.

Desktop Support Specialist, Boston University Information Services & Technology

2011 - 2015

Head Sailing Instructor, Namequoit Sailing Association

2005 - 2012

SKILLS

Leadership: Building strong teams by playing to strengths of each member. Taking responsibility for the team and results while removing impediments. Reliable decision making under pressure.

Communication: Clear communication with stakeholders. Effective translation between technical and non-technical personal. Representing team to stakeholders and leaders.

Programming: Enterprise applications including electronic medical records, medical billing, data processing, data visualization, and networking. Perl and Python. SQL and NoSQL databases. AWS.

Web Development: TypeScript/JavaScript, React, HTML, and CSS web applications at enterprise scale. Design and implementation of accessible and responsive websites.

OTHER EXPERIENCE AND CERTIFICATIONS

Scrum Alliance - Certified Agile Leadership 1: Demonstrated knowledge and ability to be a successful leader by using agile methods and behaviors to enhance organizational agility.

ICAgile - Certified Professional in Agile Coaching: In-depth understanding and capability to use different techniques in mentoring, facilitating, professional coaching and teaching with agile teams.

US Sailing - Small Boat Level 3 Coach: Combined 60 hours of training in teaching methodology, coaching techniques, program planning, risk management, and effective communication.