

Jonathan Rose

Director Of Engineering

Director of Engineering with a proven record of driving large-scale delivery transformations, modernizing platforms, and growing high-performing teams. At Center, now part of American Express, I drove adoption of continuous delivery and modernized engineering workflows, reducing production defects, accelerating time-to-market, and stabilizing customer retention. Partnered closely with Product, Design, and Customer Support to operationalize high-impact initiatives, including a rotating Fire Squad for rapid resolution of critical customer issues while fostering cross-team knowledge and preventing engineer burnout. Known for translating refined PRDs into scalable, maintainable architectures through RFC-driven execution. Currently leading the Nova platform at American Express, focusing on performance, scalability, and long-term maintainability.

Work History

2023-05 -
Current

Director of Engineering

American Express (Center, an American Express Company), New York, NY

- Served as Director of Engineering for Center's core product, leading a team of 20+ engineers through major workflow, architectural, and delivery transformations prior to and during acquisition by American Express.
- Transformed the development process from a 2-week sprint model with recurring code freezes to an 8-week development cycle with continuous delivery, significantly reducing production defects, accelerating time-to-market, and shortening bug resolution times.
- Established strong cross-functional operating models with Product, Design, and Customer Support, ensuring refined PRDs, implementation-ready designs, and rapid response to high-impact customer issues.
- Introduced an RFC-driven engineering model, personally reviewing technical plans to ensure scalable, maintainable architectures and long-term platform health.
- Led architectural modernization initiatives, including consolidating multiple repositories into a monorepo and migrating from Pulumi to SST to improve developer experience and deployment efficiency.
- Created and operationalized a rotating Fire Squad model in collaboration with Customer Support to

Contact

Address

Henrico, VA 23233

Phone

(908) 670-1936

E-mail

jon@jonrose.dev

WWW

jonrose.dev

WWW

github.com/jonrose-dev

Skills

Cross-functional project leadership

TypeScript / JavaScript

Go

Protobuf /gRPC

AWS (EKS, ECS, Lambda, AppSync Events, etc)

tRPC

React

React Native

Tailwind

Turborepo

Terraform

SQL

REST

graphql

CI/CD (Github Actions)

triage and resolve critical issues quickly while preventing engineer burnout and increasing shared system ownership.

- Oversaw delivery of multiple customer-facing features that improved product stability, drove strong adoption, and reduced churn risk tied to reliability concerns.
- Currently leading development of Nova, American Express's next-generation platform, with a focus on performance, scalability, and maintainability.

2021-10 -
2023-04

Senior Software Engineering Manager

Optimize Health, Seattle, Washington

- Led a team of software engineers through the design, development, and deployment of a polyglot monorepo, including Go microservices, GraphQL middleware, and React frontend, improving development velocity and maintainability.
- Built and optimized CI/CD pipelines with automated incremental production deployments, enabling faster feature delivery and higher code quality.
- Partnered with Product and UX to define requirements, ensure feature readiness, and reduce rework during development cycles.
- Mentored engineers on career growth, conducted regular 1:1s, and established MBOs, fostering a high-performing, collaborative team culture.
- Collaborated with other engineering leaders to coordinate cross-team efforts, optimize resource allocation, and drive strategic planning across multiple projects.

2021-08 -
2021-10

Engineering Manager

Inovalon, Bowie, MD

- Managed a fully remote engineering team, providing mentorship, career guidance, and continuous feedback to foster a high-performing, collaborative culture.
- Oversaw development of a full-stack, polyglot monorepo and a theme-able Web Components library, ensuring scalable, maintainable architecture and consistent UI across applications.
- Streamlined hiring and onboarding by designing technical assessments and expanding the team with top talent.

2021-04 -
2021-08

Software Engineer

Stealth Startup, Los Angeles, CA

- Contributed to modernizing multiple React applications, improving maintainability and code quality.
- Led migration of several applications from a polyrepo to a monorepo, streamlining development and deployment workflows.

- Introduced modern tooling including Cypress, Storybook, and Styled Components to enhance testing, UI consistency, and developer efficiency.

2020-02 -
2021-04

Software Engineer Technical Lead

Restaurant Brands International, Miami, FL

- Served as Technical Lead for high-impact initiatives, including performance improvements (FCP, LCP, TTI) and key feature delivery across web and mobile platforms.
- Led cross-platform development using Ionic to deliver consistent features for web, iOS, and Android from a single codebase.
- Mentored team members through bi-weekly 1:1s, providing guidance and feedback to ensure skill growth and alignment with project goals.
- Facilitated cross-team knowledge sharing and technical best practices through bi-weekly Front End Roundtable meetings.

2019-09 -
2020-02

Manager of Engineering - UI

CareCloud, Miami, FL

- Led a UI engineering guild of 10+ engineers across multiple feature teams, ensuring high-quality delivery and consistency across the platform.
- Implemented a modular micro-app architecture and a component library to improve reusability, maintainability, and developer efficiency.
- Introduced automated update processes for Electron apps and standardized hosting for front-end applications, improving operational reliability.
- Mentored and guided engineers, fostering career growth and cross-team knowledge sharing.
- Oversaw proof-of-concept initiatives, including iOS companion apps, to evaluate and expand platform capabilities.

2018-11 -
2019-09

Lead Software Engineer II

CareCloud, Miami, FL

- Served as technical lead on the rebuild of CareCloud's patient portal, migrating from Angular to React in just four months, improving maintainability and performance.
- Guided junior developers on JavaScript and React best practices, fostering skill growth and knowledge sharing across the team.
- Collaborated with UX and Product teams to implement new patient-facing features with high usability and adoption.
- Built dynamic custom forms and key platform features that enhanced the overall user experience.

2015-09 -
2018-11

Software Engineer

CareCloud, Miami, FL

- Developed and maintained CareCloud's PM and EHR systems, contributing to full-stack features and dashboards for internal and customer-facing use.
- Built performant React applications and wrote scalable Ruby on Rails backend code.
- Established best practices for web development, supporting long-term platform stability and maintainability.

**2015-09 -
2017-11**

Teaching Assistant

Wyncode Academy, Wynwood, FL

- Mentored students in Ruby, Ruby on Rails, JavaScript, HTML/CSS, and Agile practices, providing one-on-one guidance and leading breakout sessions.
- Assisted in debugging, problem-solving, and reinforcing best practices, supporting students' successful project completion.

Education

Bachelor of Science: Electrical Engineering

The College of New Jersey - Trenton, NJ