April 17, 2022

Dear Hiring Manager:

As a Manager I rely on my resourcefulness, creative problem-solving, expert communication skills, and technical know-how I fostered for decades as a Developer and Solutions Architect.

Of course I’ve handled large software budgets, the usual tasks of hiring and firing, performance reviews, and removing obstacles for all my coworkers, projects, and partners. I’ve been a Developer, a Solutions Architect, a Scrum Master, a Product Owner, and a Manager.

And of all the hats I've worn, 'Manager' is my favorite. I am really good at mentoring and coaching developers. I enjoy bringing out the best in everyone I collaborate with. I live by *freudenfreude*; the pure joy it is to see others succeed. The last few books I've read to make me a better manager are:

* Managing the Unmanageable: How to Motivate Even the Most Unruly Employee
* Management 3.0: Leadership Training for Agile Managers
* Atlas of the Heart: Mapping Meaningful Connection and the Language of Human Experience

I look forward to producing impressive results and having fun at the same time.

Sincerely,

Don Sutton

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Don Sutton: Engineer Manager++** | | | | | | | | | | | | | | 425.209.7805 | | | | | |
| engineers.managed@gmail.com | | | | | |
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| OVERVIEW: | | | | | | | | | | | | | | | | | | | |
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|  | | *• Leader* | | | |  | *• Planner* | | | |  | *• Motivator* | | |  | *• Persuader* | | | |
|  | | *• Team Builder* | | | |  | *• Problem Solver* | | | |  | *• Communicator* | | |  | *• Conflict Resolver* | | | |
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| RECENT HIGHLIGHTS | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | |
|  | ***Engineer Manager / Principal Developer, Liberty Mutual*** | | | | | | | | | | | | | | | | ***2019-Present*** | | |
|  | | | | | | | | | | | | | | | | | | | |
|  | | • Integrated enterprise Outbound Caller, Acqueon with Triton/Flex for scripted 800 users merger migration to bring both organizations into PCI compliance | | | | | | | | | | | | | | | | |  |
|  | |  | | | | | | | | | | | | | | | | |
|  | | • Led, coached, and mentored junior resources to improve their productivity points per Sprint from 27 to 46 over 6 months | | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | | | | | |
|  | | • Massively reduced software cost of ownership ($20,000/month + $millions/year) by implementing ‘SIP calling’ methodology to bypass multiple telephony components/carriers | | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | | | | | |
|  | | • Produced end-to-end Real Time “WFM” event transformer / distributer | | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | | | | | |
|  | | • Oversaw twilight of every last on-prem database in the department. Just way too big of a win to put the whole thing here, very cool! | | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | | | | | |
|  | | • Deprecated rptDB-API (and recouped expense) by replacing multi-step ETL process with direct scalable tracking-API | | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | | | | | |
|  | | • Garnered hundreds of virtual (Slack) tacos and thousands of dollars in Shine Points | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | |
|  | ***Engineer Manager / Solutions Architect, Nine Lives Consulting*** | | | | | | | | | | | | | | | | | | ***2016-2019*** |
|  | | | | | | | | | | | | | | | | | | | |
|  | | • Managed successful delivery of "TEEMA" the T-Mobile Employee Experience Mobile Application: included internal navigation, advanced searching capability, calendar integration, and desk rental capabilities | | | | | | | | | | | | | | | | |  |
|  | |  | | | | | | | | | | | | | | | | |
|  | | • Managed ‘Special Exchanges’ “Virtual Agent” (AI bot) layer of multi-channel, multi-brand/tenanted, multi-language, customer service/self-help service/portal. | | | | | | | | | | | | | | | | |
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|  | | • Honorable Mention, “Fourth Leg,” hackathon submission from 349 entries | | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | | | | | |
|  | | • Oversaw special nationwide Super Bowl product launch w/ beta Apple iMessage extensions. RESTful Java microservices, utilities, and js bots that accomplished conversation routing to connect customers to intelligently selected reps | | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | | | | | |
|  | | • Successfully delivered first serverless Purchase Order/Reconciliation system | | | | | | | | | | | | | | | | |
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|  | | • Delivered third generation communications activation platform (that enabled a wide variety of mobile devices to be onboarded to the wireless network). Written in java, it integrated with numerous legacy line-of-business applications | | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | | | | | |
|  | | • Built small business verification RESTful API (in Java) to vet and grade business and consumer e-commerce customer service request initiations | | | | | | | | | | | | | | | | |
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| EMPLOYMENT HISTORY | | | | | | | | | | | | | | | | | | | |
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|  | ***Developer Manager / Solutions Architect, Synchronoss Technologies*** | | | | | | | | | | | | | | | | | ***2010-2016*** | |
|  | **Managing Consultant*, 110 Consulting (Microsoft)*** | | | | | | | | | | | | | | | | | ***2007-2010*** | |
|  | **Lead *Mobile Developer, Dexterra (Shell, Motorola, Dell, Vodafone, Telstra, Qantas)*** | | | | | | | | | | | | | | | | | ***2004-2007*** | |
|  | ***Lead Developer, Nine Lives Consulting LLC (TechShack, Event Horizon, Cerika Corp.)*** | | | | | | | | | | | | | | | | | ***2001-2004*** | |
|  | ***Applications Programmer, Shelter Products Inc.*** | | | | | | | | | | | | | | | | | ***1998-2001*** | |
|  | ***Systems Programmer, WSU College of Veterinary Medicine*** | | | | | | | | | | | | | | | | | ***1994-1998*** | |
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| MANAGERIAL SPECIALTIES | | | | | | | |  | | TECH CHOPS | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | |
|  | *• Powerpoint Presentations* | | | | | | | |  | Windows, UNIX, Linux, Java, javascript, js, TypeScript, VB.NET, C#, (t-)SQL, Visual Basic, C, C++, Perl, COBOL, ADO, COM, DCOM, OLE-DB, DAO, ODBC, JDBC, MS SQL Server, Pervasive SQL, Sybase SQL, Access, Oracle, mySQL, noSQL, DynamoDB, t-SQL, SSIS, DTS, SSRS, Excel, VBA, Crystal, Amazon Web Services, AWS, IAM, EC2, S3, EFS, EBS, RDS, VPC, SQS, SNS, SES, SWF, CFTs, etc. (ie Identity/Access Management, Elastic Compute Generation 2, Simple Storage Service, Simple Queue Service, DynamoDB, ElasticSearch, Lambda, Kinesis, SQS, API Gateway, Cloudwatch, CloudFormation, Spring, Groovy, SQLite, Apache, GraphQL, etc. | | | | | | | | | |
|  | *• Public Speaking* | | | | | | | |  |
|  | *• Budgeting / Forecasts* | | | | | | | |  |
|  | *• Logistics / Strategy / Delegation* | | | | | | | |  |
|  | *• Negotiation / Brokering Solutions* | | | | | | | |  |
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| EDUCATION AND CERTIFICATIONS | | | | | | | | | | | | | | | | | | | |
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|  |  | | **Washington State University, Pullman WA**  BA, Management Information Systems | | | | | | | | | | **Cisco**  Certified Network Assoc. (CCNA) | | | | | | |
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|  | | | | | **Amazon Certified**  (cloud) Solutions Architect/Developer | | | | | | | |  | | | | | | |
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| DIVERSITY, EQUITY, & INCLUSION | | | | | | | | | | | | | | | | | | | |
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| unloop.png |  | | | • Taught programming to marginalized communities and assisted with employment placement on volunteer basis | | | | | | | | | | | | | | | |
|  |  | | |  | | | | | | | | | | | | | | | |
| wnw.png |  | | | • As Board of Directors member & Treasurer, advocated and organized systemic civil rights reinstatement policy changes, taught biases classes & facilitated charitable giving | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | |
| A picture containing text, computer, dark  Description automatically generated |  | | | • Taught an Abolition class cohort written/hosted by Nikkita Oliver/University of Washington | | | | | | | | | | | | | | | |
|  |  | | | • Shepherded tiny POC into an online, distributed, operating system independent, multi-player, Liberty Mutual Human Resources endorsed, player experience that breaks the ice, promotes inclusion, and has been heralded Liberty Mutual HR US & HR Global | | | | | | | | | | | | | | | |
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| VISUAL ASSOCIATIONS RECAP | | | | | | | | | | | | | | | | | | | |
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