

Lee Macklin

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Career Highlights

- **24 years – Overall Technology Industry Experience.**
 - Organizational maturity, product technical support, project management, technical product management, people management, vendor management, offshore/nearshore, remote management and software development.
- **15 years – Technical Leadership.**
 - Directly managed upwards of 12 individual contributors and offshore teams that were upwards of 30 people (Scrum Masters, Quality Assurance Analysts, Developers, Business Systems Analysts and Project Managers).
 - Managed offshore people in both India and Germany.
 - Managed US-based people both local and remote.
- **9 years - Project Management.**
 - Project managed worldwide, database-driven applications through the full software development lifecycle.
- **9 years – Technical Program Management.**
 - Technical ownership for customer facing web products.
 - Technical ownership over a key service-based operation integrating with a 3rd party vendor.
- **Certified Scrum Master (CSM) – not maintained.**
- **Certified Scrum Product Owner (CSPO) – not maintained.**
- **8 years - Agile Scrum and Kanban framework experience.**
 - Managed and coached multiple teams and scrum masters in the Agile framework.
- **1 year – Enterprise Data Architect.**
 - Assisted Hewlett-Packard in creating the framework for a new development organization delivering pre-packaged software solutions to external customers where I was primarily responsible for architecting an integrated database solution for all data points commonly used across all commercially viable applications.

Service History:

Keller Williams, RE/MAX

Licensed Real Estate Agent Colorado Springs, CO (Oct 2018-present).

- Pre-sales marketing and customer relationship management providing value prop for buying and listing services.
- Mediate the negotiation processes, consult clients on market conditions, prices, mortgages, legal requirements, loan requirements and related matters, ensuring fair and honest dealing.
- Perform comparative market analyses to estimate properties' value and making data driven decisions for how to market and sell homes as well as leverage data to assist buyers in making sound financial decisions in their purchase.
- Manage buyers and sellers' contract to buy and sell contracts as a project plan ensuring dates and deadlines are effectively tracked and met.
- Projecting 70 cumulative buy and sell transactions by end of 3rd year of real estate.

David C Cook, Colorado Springs, CO (Aug 2016-Aug 2018).

Senior Director, Engineering - Web Application Development

- Responsible for the web application development team and overall maturity of the web development practice.
- Oversaw the development of the new Discipr subscription-based web application managing a team of development specialists both locally and remotely/onshore and offshore.
- Successfully drove innovation within web application development identifying how technology can advance the capabilities of the business team as well as evolving the technology landscape to enable the business team for greater productivity.

- Delivered the technical strategy for the Disciplr platform and made key decisions that catapulted the team to attainable deliverables.
- Technical accountability for the David C. Cook, David C Cook Bookstore and Integrity Music Direct E-Commerce platforms to include not only support by re-inventing these brands through engaging and intuitive user experiences as well as building integrated backend solutions that streamline our business processes.
- Project Management oversight for all of David C Cook web technology projects and efforts.
- Vendor Management for 3rd party technical relationships.
- Production support for all web products.

Charles Schwab, Lone Tree, CO (Oct 2015-Aug 2016).

Senior Software Systems Engineering Manager

- Senior Manager for the BPM Capture Development team, Capture Support Team and Pega Enhancement Teams consisting of 12 employees and contractors to include delivering performance reviews, salary management, development plans, mentoring and, if necessary, action plans to successfully deliver for and support Schwab's document management and co-browsing applications.
- Assist in delivering a technical strategy for our document management platform.
- Create an effective support model for the Production Support and Enhancement teams to facilitate expected growth in the organization.
- Partner effectively with peers in the organization to deliver on Charles Schwab priority initiatives.
- Deliver a forward-thinking continuous integration solution for our Kofax platform.
- Lead Agile scrum teams in delivering quality engineering solutions.
- Successfully manage vendor relationships to enable effective and efficient vendor deliverables and product support.

Capital Group Companies/American Funds, Los Angeles, CA (Feb 2006-Oct 2015).

Applications Development Manager

- Managed a team of up to 10 associates and contractors to include delivering performance reviews, salary management, development plans, mentoring and, if necessary, action plans to successfully deliver and support database driven web-based products for our business partners.
- Technical Program Owner/Technical Vendor Management: Successfully defined and stood up a key 3rd party vendor integration capability that successfully delivers superior user experiences with enhanced data sheets, tools and calculators on the American Funds Adviser Site. Activities to establish this integration, but not limited to, included:
 - Co-managed the American Funds Retail/Shareholder site.
 - Identified and on boarded the team necessary to support/manage the integration
 - Defined and rolled out a coordinated, inter-corporate development methodology that effectively supports the needs of both corporate development organizations.
 - Defined and rolled out a coordinated, inter-corporate, inter-organizational support model.
- Technical Project Oversight & Management: Responsible for coaching and building up my team of scrum masters and increasing their scrum team's efficiency in delivering business capabilities. Responsible for, both directly and indirectly, guiding my technical teams in delivering our solutions on time, on budget and with the right level of quality. Function as a technical scrum master by constantly removing roadblocks for the technical team, creating an environment where the technologists will be successful and acting as a servant leader in building up a self-organizing team.
- Offshore Program Owner: Manage the Offshore Program of 30 developers and managers in a 24/7 follow-the-sun support model. This program is responsible for supporting each of our organizations customer facing web sites. I am responsible for resource capacity planning and advancing the operational efficiency of the offshore program ensuring the offshore program successfully supports each of the sites and their respective SLAs.

Hewlett Packard, Colorado Springs, CO (Dec 1997-Feb 2006).

Application Development Manager/Project Manager/Lead Developer

- Directly managed a development team of 12 to include delivering performance reviews, salary management, development plans, technical mentorship and, if necessary, action plans successfully delivering database driven web-based products for our business partners.
- As the lead data architect, I successfully assisted Hewlett-Packard in creating the framework for a new development organization delivering pre-packaged software solutions to external vendors.
 - Primarily responsible for architecting an integrated database solution for the master data points to be commonly used across all commercially viable applications.
- Project manager managing worldwide, database-driven web application projects through the full software development lifecycle.
- Additional responsibilities: architecture oversight, workforce development, hardware planning & sunset, escalation management.

MCI Telecommunications, Colorado Springs, CO (Sep 1994-Nov 1997) – I.T. Support Engineer.

Education

Colorado Technical University
Masters of Science – Information Technology Management

Colorado State University
Bachelor of Science – Computer Science

United States Air Force Academy
Studied Electrical Engineering – coursework completed