

# James R. Mapledoram

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## PROFESSIONAL SUMMARY

Senior Engineering & Systems Leader with 20+ years of experience designing, building, and modernizing SaaS platforms in healthcare, telecommunications, and consumer web.

Combines hands-on experience in .NET, Azure, DevOps, and data engineering with a strong product mindset and mentoring focus.

Known for API-first, domain-driven thinking, telemetry-informed decisions, and building teams that can ship frequently and safely on complex, regulated systems.

## TECHNICAL SKILLS

- Languages and Frameworks: .NET Core/Framework, C#, JavaScript, HTML/CSS, Xamarin and cross-platform mobile.
- Cloud and DevOps: Azure (DevOps, Functions, Blob, AKS, AAD), Kubernetes, CI/CD pipelines, Git.
- Architecture: API-first, service-oriented and microservice-aligned patterns, separation of concerns, domain modeling.
- Data and Integration: SQL Server, ETL, SSIS/SSAS/SSRS, REST and SOAP APIs, messaging and batch processing.
- Tooling: Azure DevOps, JIRA, Confluence, Postman, Figma, PowerShell, Bash.
- Practices: mentoring, code review, defensive coding, observability, trunk-based development, automation.

## EXPERIENCE

Director: Product / Systems — Consumer Direct Care Network (CDCN) | Missoula, MT | Jan 2023 – Present

- Partner with engineering and architecture leadership to modernize a tightly coupled, desktop-era caregiver and member portal into a mobile-first, PWA-based front end aligned with backend service rewrites.

- Advocate for API-first, domain-focused design so timesheet, approval, and profile-management flows reflect real-world usage and stable contracts rather than UI-driven schemas.

- Support engineering teams through a phased strangler migration strategy, balancing greenfield UI development with risk-managed lift-and-shift of legacy areas to maintain availability for hundreds of thousands of users.

- Help introduce fundamental observability and auditability patterns (App Insights telemetry, structured events) to monitor adoption, behavior, and error patterns where instrumentation was previously limited.

- Support implementation of a multi-lingual architecture expanding coverage from two hard-coded languages to 13 vendor-backed translations, including future integration planning with an enterprise translation management system.

- Work with Engineering and Marketing leadership to bring CDCN's public websites under a shared governance and technical strategy, defining guardrails for WordPress, HubSpot, and supporting services.

- Collaborate with Security, Architecture, and Engineering leaders on MFA platform selection and integration strategy, clarifying how configuration, enrollment, and challenge flows interact with existing systems and user data.

- Design and implement reusable, source-controlled AI agents and patterns grounded in CDCN's domain, security, and privacy models, and help engineers integrate AI into workflows for code assistance, testing, and documentation with appropriate governance.

Application Development Manager (promoted from Senior Engineer) — CDCN | Missoula, MT | Nov 2019 – Dec 2022

- Led development teams modernizing ERP-adjacent systems toward service-oriented and microservice-aligned patterns as the user base grew from approximately 16K to over 60K users.

- Introduced CI/CD pipelines, automated tests, and movement toward trunk-based development to increase deployment frequency while maintaining stability.

- Mentored engineers in design patterns, defensive coding practices, and maintainable architecture.

- Encouraged telemetry and logging practices that improved operational insight and reduced blind spots in production.

President & Principal Engineer — OmniProfit.net | Aurora, CO | Jan 2009 – Nov 2019

- Designed and built mobile procurement and inventory optimization solutions, including GPS-enabled mobile

apps and integrations with retailer systems.

- Owned architecture, infrastructure, and performance tuning from prototype through production and customer use.

Software Engineer IV — GoDaddy | Scottsdale, AZ | May 2011 – Mar 2017

- Led design and implementation of internal systems in support of finance and registry operations, including replacements for key Dynamics components and reporting pipelines.

- Implemented ETL and warehouse migrations that supported accurate invoicing, registry reconciliation, and downstream reporting.

Senior Developer – Customer Care & BI — DIRECTV | Aurora, CO | Jan 2008 – May 2011

- Developed and maintained BI, reporting, and tooling for customer care groups, working with large-scale Oracle and mixed technology stacks.

- Optimized ETL and reporting processes to reduce runtimes and improve reliability for operational users.

Telecom Software Consultant — CHR Solutions (Martin Group) | Missoula, MT | Mar 2001 – Jan 2008

- Implemented telecom billing, CRM, and provisioning solutions for carriers, including SQL-based integrations and custom reporting.

- Acted as a bridge between client business stakeholders and technical teams on complex deployment and upgrade efforts.

## **PROJECTS (SELECTED)**

- Modern Caregiver & Member Portal: Partnered with engineering and architecture teams to deliver a mobile-first, PWA-based portal with improved domain modeling, observability, and a new multi-lingual architecture.

- Public Website Modernization: Helped define architecture and guardrails for a modernized public web presence, including a WordPress + HubSpot integration strategy and shared infrastructure practices.

- MFA Platform and Integration: Worked with Security, Architecture, and Engineering leaders to evaluate MFA options, select a vendor platform, and define integration patterns for configuration, enrollment, and challenge flows.

- AI-Augmented Engineering Workflows: Designed and implemented reusable AI agents and patterns to support code assistance, testing, and documentation while maintaining logging, policy awareness, and auditability.

## **EDUCATION**

Information Systems coursework — University of Montana, College of Business (Missoula, MT)