

James R. Mapledoram

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Professional Summary

Strategic Product & Engineering Leader with 20+ years of experience in SaaS development, DevOps, and cloud architecture. Proven record of scaling engineering organizations, transforming SDLC processes, and delivering enterprise SaaS solutions used by hundreds of thousands of users. Skilled at bridging executive strategy with hands-on technical leadership, driving product innovation, and ensuring compliance in Medicaid, payroll, and healthcare IT systems. Passionate about aligning business goals with modern, scalable technology.

Technical Skills

- Programming: .NET Core/Framework, C#, JavaScript, HTML/CSS, Cross-Platform Mobile
- Cloud & DevOps: Azure (DevOps, Functions, Blob, AKS, AAD), Kubernetes, Git, CI/CD
- Data & Integration: SQL Server, SSIS/SSAS/SSRS, ETL, REST/SOAP APIs
- Tools: Azure DevOps, JIRA, Confluence, Trello, Postman, Figma
- Operating Systems & Scripting: Windows, MacOS, Linux/UNIX, PowerShell, Bash

Work Experience

Director: Product

Consumer Direct Care Network – Missoula, MT | Jan 2023 – Present

- Directed launch of DirectMyCare.com portal, achieving industry-leading mobile adoption, higher CSAT, and reduced customer support demand.
- Spearheaded corporate website re-platforming, integrating with HubSpot for automated campaigns and building custom event registration/monitoring tools.
- Established a company-wide security governance framework, defining departmental responsibilities (security, product, dev, architecture) through a RACI matrix and driving adoption of MFA standards across portals.
- Championed adoption of AI-augmented product development workflows; enabled product, design, UX, and engineering teams to leverage structured, source-controlled custom AI agents for story writing, design iteration, and development acceleration.
- Expanded product team impact through AI-driven backlog management, SDLC automation, and org-wide knowledge grounding, improving delivery speed and collaboration.

Application Development Manager (promoted from Senior Engineer)

Consumer Direct Care Network – Missoula, MT | Nov 2019 – Dec 2022

- Instituted agile processes (Scrum, TDD, sprint demos) across multiple delivery teams.
- Modernized ERP and microservices, enabling scale from 16K to 60K+ users.
- Re-architected DevOps pipelines, improving release quality and frequency.
- Mentored engineers in design patterns (MVVM, mediator, IoC).
- Standardized Azure DevOps for work item and analytics tracking.

President & Principal Engineer

OmniProfit.net – Aurora, CO | Jan 2009 – Nov 2019

- Founded and grew SaaS company from \$80K to \$1M annual sales in three years.
- Developed mobile procurement platforms with GPS tracking and profit reconciliation.
- Integrated AWS APIs and Bluetooth scanner hardware for field automation.
- Built and sold SaaS resale optimization platform.

Software Engineer IV

GoDaddy – Scottsdale, AZ | May 2011 – Mar 2017

- Designed SOX-compliant replacements for Microsoft Dynamics modules.
- Developed automated currency hedging platform.
- Rebuilt ETL and data warehouse systems for invoice/registry data.

Senior Developer – Customer Care & BI

DIRECTV – Aurora, CO | Jan 2008 – May 2011

- Built Oracle OLAP systems for 6,000+ users across diverse data sources.
- Optimized ETL, reducing runtimes by 60%.
- Developed cross-platform apps in Linux/Java/C#.

Telecom Software Consultant

CHR Solutions (Martin Group) – Missoula, MT | Mar 2001 – Jan 2008

- Acted as lead BA and implementation consultant for telecom and CRM platforms.
- Delivered SQL-based provisioning, outage reporting, and billing integrations.

Projects

- DirectMyCare.com Portal Launch – Scaled mobile adoption, improved CSAT, and reduced support demand.
- AI Tooling Adoption – Designed company-wide AI agents and workflows for Product, Dev, UX, and Design teams.
- MFA Security Governance – Defined RACI matrix for security adoption, aligning multiple departments on implementation.

Education

B.S. Information Systems – University of Montana, College of Business | 2005