

Technological leader who empathetically drives culture and systematically delivers value. Skilled in managing remote & hybrid multidisciplinary teams and guiding organizations to create better software products. Lifelong mentor, teacher, and coach committed to people development and raising others up holistically. Personally invested in a continuous learning mindset focusing on business and technology, breadth and depth. Current professional interests are Team of Teams agility, Lean Portfolio Management, and Agile@Scale operations.

Effective communicator and project manager experienced in workflow process improvement, organizational change management, and workforce planning who is able to influence, promote, and implement transformative technologies and processes. Agile evangelist incorporating the best of Scrum, Kanban, Lean, SAFe, Six Sigma, and other frameworks to meet deliverables. Doggedly focused on outcomes rather than outputs in order to deliver iterative, future-proof solutions which satisfy stakeholders across the organization.

Strong background as a SOLID, DRY solutions architect and software engineer with a wide range of experience building bespoke websites, RESTful APIs, cross-platform mobile apps, and cloud DevOps solutions. Advocate for test-driven development (TDD) and accustomed to context switching between a variety of projects and languages.

Experience (Selected)

2020–Present

Technical Solutions Delivery Manager. American Family Ins., Madison, USA
Managed multi-discipline, hybrid team of technical professionals to deliver a greenfield P&C insurance white-labeled consumer servicing platform which was the first UI to use Enterprise APIs and to have a shared product vision across operating companies

Key Achievements

- Spearheaded KPIs to benchmark multiple teams' performance across the Agile train
- Initiated divisional cross-training program focused on technical up-skilling of employees
- Facilitated innovative approaches to UX solutions including a new design system in Figma
- Enterprise Digital Ambassador: Bridged different levels of the organisation as a representative of the ongoing enterprise digital transformation. Shared feedback on new technologies as well as the barriers that affect individual and team productivity
- Enterprise Digital Builder: Utilized cloud computing, data science, and programming to address problems at multiple levels of the enterprise
- Guided multiple teams in subsequent cohorts of the Digital Builder program to high performance which resulted in project presentations before senior leadership

2019–2020

Senior Software Developer. Blain Supply, Inc., Janesville, USA
—Architected next generation of retail mobile apps used in stores, warehouses, and DCs
—Introduced Agile workflows and automated testing & build systems with CI/CD pipelines

2018-2019

Senior Front-end Web Developer. Propeller Health, Madison, USA
—Oversaw and managed several user interfaces within the larger HealthTech product portfolio
—Championed legacy codebase rebuilds to increase code consistency and reusability

2017–2018

Senior Web Developer. RecommenderX, Dublin, Ireland
—Responsible for UI architecture of a FinTech big data analytics and visualisation platform
—Hired and led user interface team of seven developers and three QA engineers

Experience (Selected) cont.

2013–2017	Lead Web Developer. Ellefson Technology, Toronto, Canada —Project leader coordinating developers, designers, and QA. Managed client relations —Architected and implemented projects ranging from one-page content management system (CMS) websites to Software as a Service (SaaS) products to high-traffic e-commerce sites
2012–2013	Project Manager & Web Developer. University of Toronto, Toronto, Canada —Developed digital strategy and tooling to support current and future faculty research —Organized equipment purchases to create a digital scholarship laboratory on campus
2012	Database Engineer. Purdue University, West Lafayette, USA —Normalized data from 100 sources into a relational database structure

Professional Development (Selected)

2022	Certified Lean Six Sigma Black Belt (CSSC)
2022	Google Cloud Certified – Associate Cloud Engineer
2021	Leading SAFe, Certified SAFe 5 Agilist
2020	AWS Certified Developer – Associate

Education

Expected 2024	M.Mgt. Corp. Innovation & Entrepreneurship. Penn. State Univ., USA —Concentrations in Strategic Leadership, Business Architecture, and Management Foundations
2017	Higher Diploma in Science in Computing. Technical University Dublin, Ireland —Awarded First Class Honours
2013	M.A. Renaissance Literature 1500–1700. University of York, England —Recipient of the Departmental Postgraduate Award —Granted a Graduate Research Fund stipend
2011	B.S. English Language & Literature. University of Wisconsin–Madison, USA —President of local chapter of Student Wisconsin Education Association —Contributed to faculty research, enrolled in postgraduate-level courses, and undertook an independent study program during final year