

Michael Brittlebank

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Technological leader who empathetically drives culture and systematically delivers value. Skilled in managing remote & hybrid multidisciplinary teams and guiding organizations to more efficiently develop 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 both breadth and depth across business, leadership, and technology.

Effective communicator, project manager, and product owner experienced in workflow process improvement, organizational change management, and workforce planning who is able to architect and implement transformative technologies and solutions. 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.

Experience (Selected)

2023–Present

Manager, Software Engineering, Full Stack

Capital One. McLean, VA

Managed Retail Bank technology groups focused on improving Capital One's account opening experience and customer engagement. Created greenfield full-stack, cross-disciplinary solutions and strategy to enable data-driven, real-time insights and capabilities to power top-tie Bankr priorities.

Key Achievements

- Achieved a sustained improvement of 7-8% in SLA remediation of code, infrastructure, and cyber security vulnerabilities across the division
- Delivered a 16% improvement in onboarding satisfaction amongst new engineers joining the department
- Trained managers across the Enterprise on associate development plans, actionable feedback, and performance management
- Founding member of the Divisional Engagement Council which liaises between executive leadership and associates
- Certified Peer Coach and CliftonStrengths Peer Learning Facilitator

Technologies: Angular, Apache Airflow, Apache Kafka, AWS, Docker, Java, Jenkins, Kotlin, Lambda, Python, Snowflake, Spring Boot, Terraform

2020–2023

Technology Solution Delivery Manager

American Family Ins. Madison, WI

Software engineering manager leading multi-discipline, hybrid team of technical professionals to deliver a multimillion dollar, greenfield P&C insurance white-labeled consumer servicing platform as part of the ongoing organizational digital transformation. This UI was the first consumer of Enterprise APIs as well as the first platform to have a shared product vision across operating companies thereby enabling the decommissioning of legacy platforms and further cost reduction

Key Achievements

- Developed KPIs to benchmark multiple teams' performance across the Agile train
- Spearheaded a divisional cross-training program focused on technical up-skilling of employees
- Facilitated innovative approaches to UX solutions including a new design system in Figma

Technologies: AWS, Google Cloud Platform (GCP), Guidewire (PolicyCenter), Material-UI (MUI), Nest.JS, Node.js, Nx, React, Python, Sitecore, TypeScript

Experience (Selected) cont.

2019–2020	Senior Software Developer <i>Blain Supply, Inc. Janesville, WI</i> —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 Technologies: .NET, C#, Microsoft Azure, MS SQL, NuGet, React, Redis, Selenium, Xamarin
2018–2019	Senior Front-end Web Developer <i>Propeller Health. Madison, WI</i> —Oversaw and managed several user interfaces within the larger HealthTech product portfolio —Championed legacy codebase rebuilds to increase code consistency and reusability Technologies: AngularJS, CSS3, D3, HTML5, React, Sass (SCSS)
2017–2018	Senior Web Developer <i>RecommenderX. Dublin, Ireland</i> —Responsible for UI architecture of a FinTech big data analytics and visualization platform —Hired and led user interface team comprised of developers and QA engineers Technologies: Angular, React, Redux, RxJS, TypeScript
2013–2017	Lead Web Developer <i>Ellefson Technology. Toronto, Canada</i> —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 Technologies: Amazon Web Services (AWS), AngularJS, Bower, Contentful, C#, Grunt, Gulp.js, Handlebars, JavaScript, jQuery, JSON, Less, Magento, MongoDB, MySQL, Node.js, PHP, React, Redis, Ruby on Rails, Sass, Shopify, SMTP, Swagger, WordPress, Xamarin, XML
2012–2013	Project Manager & Web Developer <i>University of Toronto. Toronto, Canada</i> —Developed digital strategy and tooling to support current and future faculty research —Organized equipment purchases to create a digital scholarship laboratory on campus Technologies: Drupal, JavaScript, jQuery, Joomla, MySQL, Omeka, PHP, WordPress
2012	Database Engineer <i>Purdue University. West Lafayette, IN</i> Technologies: Microsoft Access, MySQL, PostgreSQL, Visual Basic for Applications (VBA)

Professional Development (Selected)

2023	Amazon Web Services Solutions Architect – Associate
2023	Certified Scrum Product Owner (CSPO)
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 2026	M.Mgt. Corp. Innovation & Entrepreneurship <i>Penn. State Univ. USA</i> —Concentrations in Strategic Leadership & Business Architecture
2017	Higher Diploma in Science in Computing <i>Technical University Dublin. Ireland</i>
2013	M.A. Renaissance Literature 1500–1700 <i>University of York. England</i>
2011	B.S. English Language & Literature <i>University of Wisconsin–Madison. USA</i>