

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 business and technology, breadth and depth. Current professional interests are Team of Teams agility, Agile@Scale operations, and Digital Transformation & Innovation.

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 technological context switching.

## 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 levels of the enterprise and shared feedback on barriers that affect individual and team productivity during the digital transformation
- 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

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

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

**Technologies:** C#, Microsoft Azure, MS SQL, npm, NuGet, React, Redis, Selenium, Xamarin

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

**Technologies:** AngularJS, CSS3, D3, HTML5, React, Sass (SCSS)

## Experience (Selected) cont.

2017–2018	<b>Senior Web Developer.</b> RecommenderX, Dublin, Ireland —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  <b>Technologies:</b> Angular, React, Redux, RxJS, TypeScript
2013–2017	<b>Lead Web Developer.</b> 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  <b>Technologies:</b> 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	<b>Project Manager &amp; Web Developer.</b> 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  <b>Technologies:</b> Drupal, JavaScript, jQuery, Joomla, MySQL, Omeka, PHP, WordPress
2012	<b>Database Engineer.</b> Purdue University, West Lafayette, USA —Normalized data from 100 sources into a relational database structure  <b>Technologies:</b> Microsoft Access, MySQL, PostgreSQL, Visual Basic for Applications (VBA)

## 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	<b>M.Mgt. Corp. Innovation &amp; Entrepreneurship.</b> Penn. State Univ., USA —Concentrations in Strategic Leadership, Business Architecture, and Management Foundations
2017	<b>Higher Diploma in Science in Computing.</b> Technical University Dublin, Ireland —Awarded First Class Honours
2013	<b>M.A. Renaissance Literature 1500–1700.</b> University of York, England —Recipient of the Departmental Postgraduate Award —Granted a Graduate Research Fund stipend
2011	<b>B.S. English Language &amp; Literature.</b> 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