Charlotte May

Engineering Manager

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Summary

Engineering manager with 8 years of experience in DevOps practices. Managed 50 engineers on the development of a web-based application that earned $4.2M in sales revenue. Seeking opportunity to maximize digital platform and increase customer engagement at INTEL.

Experience

Jackrabbit Technologies
Chicago, IL
Engineering Manager
2020 - Present

- Managed a team of 30 software engineers on the development of 7 digital products
- Used RESTful and GraphQL APIs to create high-quality digital products with an average of 2M users
- Created a cross-functional collaborative environment with 3 departments to develop an application that earned $8.2M in sales revenue
- Received the Most Focused award at the annual company meeting for hitting 25 project deadlines in 2019

Accenture
Chicago, IL
Engineering Manager
2016 - 2020

- Led a team of 40 in the development of a knowledge management system with 800K users
- Implemented Agile methodologies during department expansion, increased productivity by 15%
- Delegated tasks in cross-departmental project that earned $1.8M in sales revenue
- Identified and debugged issue in cloud-based web application, increased user rating to 5/5 stars
- Collaborated with other teams on best practices, including business development, customer satisfaction, data science, product research, and finance

TCS
Chicago, IL
Engineering Manager
2015 - 2016

- Launched 2 new applications that earned a combined $4.8M in sales revenue in the first quarter, increased users across company applications by 30%
- Developed new training platform for new engineers that assesses strengths, results improved product development and increased productivity by 25%
- Led team that coordinated customer feedback initiative, resulting in sales increased and $3M in additional revenue
- Recognized during annual performance review for outstanding leadership and team management
- Cross-trained team of 30 engineers on different cloud-based applications, increased productivity and exceeded performance goals by 18% in the first quarter

Skills

Java · C++ · SQL · Agile · Debugging · Object-Oriented Design · Python · AWS · Cloud-Based App Development

Education

Illinois Institute of Technology
Bachelor's in Software Engineering
2008 - 2012

Strengths

Life-Long Learner
Always seeking to improve and grow, up-to-date on latest trends and technologies

Team Management
Create a positive and collaborative environment, increased staff satisfaction rating by 20%

Problem-Solving
Quickly identify and resolve issues in code, debugged Java-based application and increased customer satisfaction rating by 25%

Strengths

Task Delegation

Delegate tasks according to staff strengths, led project that finished ahead of schedule and earned $2.5M in sales revenue

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