Neil F. Sambol

Technology Leader

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SUMMARY

Senior hands-on technology leader with a history of successful organizations and projects seeks next adventure. Take your software development organization to the next level in: maturity, on-time delivery, efficiency, and speed-to-market.

TECHNOLOGIES

Environments:	iOS, Android OS, AWS, GCP, Linux, Unix, MacOS, Windows, Docker Containers, K8s, VMs
Languages:	ECMA 6 JavaScript, Python/Django, C#, Obj-C, C/C++, Java, and others
Software Process:	Deep knowledge of software process – Agile: Scrum, Kanban, XP, Lean + more
Architectures and Platforms:	React/Redux web applications, Node/Express apps and RESTful services, Python/Django, Mobile (iOS, Android, React Native Hybrid), stand-alone, services
Cloud Delivery:	AWS, Docker Containers, K8s, Microservice Architecture, Jenkins, Git, Continuous Delivery/Push-button delivery (CICD), Terraform
Database:	SQL, T-SQL (SQL Server), PostgreSQL, MySQL, Firebase, SQLite
Compliance:	HIPPA, GDPR, PCI, SAS 70
Certifications:	**Certification ID 285139** (Scrum Alliance) - Certified Scrum Master (CSM), Certified Scrum Product Owner (CSPO), Agile Coach / Agile Facilitator

OTHER SKILLS AND FOCUS AREAS

Over 20 years of hands-on software engineering experience with 10+ years in leadership roles such as Vice President, Executive Director, Director, and Manager with:

- People-oriented approach to software development focusing upon relationship-building.

- Emphasis upon hiring and retention of exceptional engineers.

- Fostering and maintaining positive trust relationships between leadership, product, development and QA.

- Ever-increasing efficiency and maturity to speed product to production and reduce development costs.

- Prioritizing automation of the CICD pipeline for streamlined and rapid delivery through testing to prod.

ACHIEVEMENTS

smile DIRECT CLUB	▪ Worked with vendor Qintelli to develop CICD pipeline. ▪ Neil's two .NET Core 2 Microservice teams pioneered the breakup of the Python monolith.
mri REAL ESTATE SOFTWARE	▪ Delivered extensive and simultaneous iOS / Android / Web complete rebrand on time and with a very small team. ▪ High-quality, incremental, on-time releases were the norm. Only two small projects were not delivered on time.
CallMaX An *MRI Software* Company	▪ In 3 months after joining, Neil had taught himself Objective-C, QA-ed a mobile app developed in India and Russia that had never worked, found and fixed over 30 defects, and delivered a working app to Apple store. ▪ Helped position CallMaX for sale to MRI Software. Neil was the face of engineering during the discussions. We received top dollar for the company which is now owned by MRI.
MOUNTAIN GOAT SOFTWARE	▪ Certified Scrum Master and Certified Scrum Product Owner. ▪ Studied with Agile expert Mike Cohn for both trainings.
Amplify learning.	▪ Coordinated and delivered 1st generation tablet learning product suite to Android platform on time and in use 400% as long as it was originally designed for. ▪ Hired over 40 developers, architects, and managers. ▪ Introduced Agile Scrum best practices to 6 development teams, the DevOps team, and a vendor in Toronto. ▪ "Exceeded Expectations" on all performance reviews. See quote from review in reference section. ▪ Was promoted two times in less than 4 years: Director -> Senior Director -> Executive Director.
TMX FINANCE	▪ Successfully delivered 10 out of 10 on-time releases of Equity Auto Loan software to production over 2 years. ▪ Delivered cash management feature suite on time and of high quality. ▪ Developed planning methodology that consistently predicts sprint capacity and successful delivery to within 10%. Prior to this, error rates frequently exceeded 40%.
hp	▪ Had 83% on-time delivery for the six releases for which Neil was responsible (over four teams). ▪ Had 0% attrition over the 2+ years in which Neil managed a total of 20 engineers.
WITNESS SYSTEMS	▪ Received "I2" achievement award Q1, 2007 for successfully managing a particularly difficult situation with an important large international financial customer. ▪ As team lead, our team scored 100% on all quarterly evaluations.
ChoicePoint	▪ On performance evaluations Neil scored 100%, consistently. ▪ Neil maintained and enhanced over 20 web sites and supporting CGI/Perl code.
HUGHES NETWORK SYSTEMS	▪ Several years after Neil left Hughes, he ran into a colleague from the QA team. She told him that only one defect was ever found in his code after he left. Neil attributes this to the significant amount of automated unit tests that he implemented as he developed. There is an extremely low tolerance for defects in a satellite system.
MELITA	▪ Promoted to team lead within six months of joining Melita. ▪ Received the company-wide productivity award - Q4, 1999. ▪ Delivered multiple releases of the flagship product on time and on budget.
SYNTELLECT	▪ Successfully completed large medical record dictation project with a vendor, on time and under budget. ▪ Implemented silence compression algorithm in 24 hours by reverse-engineering 3rd party audio file format. This fixed showstopper saved the project.

LEADERSHIP EXPERIENCE

OTG, NY NY   (B2C – Hospitality venues featuring futuristic restaurants in airports with iPad technology)

January, 2020 – Present (Confidential)

Director, Software Engineering

Key Technologies: Node / Express, React / Redux, React Native, Python, MySQL 8, Firebase, AWS, GCP, Docker, k8s, CICD Pipeline, Google BigTable + Google Looker for big data visualization

- Transformed lean team of siloed front-end & back-end developers to integrated full-stack using Node/React. Delivery times improved while employee morale skyrocketed; wait times decreased.
- Moved Agile Scrum teams to better-fitting Kanban process.
- [Delivered new touchless mobile ordering application](#) including integration with Square in 8 weeks.
- Became adept doing more with less. Delivered on aggressive schedules with solid, but small team.
- Invented unique QR code / short code mechanism for touchless ordering / payment – patent pending.
- Developed tools pipeline with Nutrino to facilitate creation of uniform projects with standardized 3rd party toolset and folder structure to enable movement of team members between projects.
- ETL instrumentation to application suite - insertion into data lake for eventual reports using BigTable and Looker

Smile Direct Club, Nashville TN   (B2C - Sellers of online orthodontic aligners for straighter teeth)

December, 2018 – June, 2019

Director, Software Engineering

Key Technologies: C# .NET Core 2 (Linux) Microservices, Mobile (Swift & Kotlin), Python/Django on AWS (Linux), Snowflake Suite on S3 for ETL on big data, Docker, Terraform, Amazon ECS, Git, Jenkins

- Managed 5 teams (2 microservices, 1 Python, 1 mobile, 1 big data). 25 in org.
- Delivered 5 new microservices including: Finance, Insurance integration, Authentication, and Profile.
- New Android app to visualize and manage manufacturing supply chain.
- Rollout of I18N + L10N mobile app to guide customers through the enrollment.
- Design and development of GDPR and HIPPA compliant big data platform on S3 bucket with Snowflake.
- Closely partnered with vendors to modernize dev pipeline to TDD & CICD.

CallMaX / MRI Software, Atlanta GA   (B2B - Creators and sellers of Real Estate Management software)

January, 2016 – December, 2018

VP, Software Engineering (CallMaX) | Director, Product Development (MRI Software after acquisition)

Key Technologies: Python/Django on CentOS Linux for AWS deploy, Objective-C (for iOS development), C# .NET Services, ASP.NET, JQuery, T-SQL, SQL Server 2014, PostgreSQL, Jira, TFS, Git, Ionic

- Managed 2 teams of developers and QA.

- Development of telephony SaaS platform as a communication platform for multifamily residences including outbound and inbound email, SMS text and phone communication.

- Prototype of mobile hybrid Resident App to be used as customer portal.

- MRI Software complete rebrand involving front-end + mobile rewrite.

- Was sole developer of iOS app (pictured to the right) for three years.
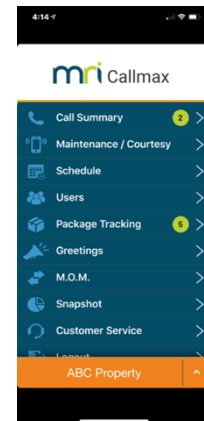
Amplify Learning, NY and GA   (B2G - Creators of tablet-based educational software and curriculum)

May, 2012 – December, 2015

Director, Software Engineering | Senior Director, Software Engineering | Executive Director, Software Engineering

Key Technologies: Android native Java, Java back end on AWS (Linux), PostgreSQL, Hadoop, Chef, Ansible, Unity game engine, Java microservices

Brooklyn:

- Managed 7 teams (Educational Games, 4 Science teams for virtual labs (Unity), 2 ELA teams – "Quests")

- Delivered Android platform for 1st iteration of the delivery infrastructure.

- Delivered pipeline of curriculum-based Science lab simulations (designed and built like video games).

- Delivered pipeline of "Quests" – immersive augmented reality applications to make books come alive.

Georgia:

- After our senior director left to pursue other interests, I was promoted to the leader of the Atlanta team.

- Led 7 teams (eBook reader, security, t3 support, and 4 infrastructure teams). 52 in org including QA.

- Delivered web version of infrastructure to production (after pivoting off of earlier native Android stack).

- Significant enhancements to eReader to enable CKLA curriculum and graphic novel books.

- Significant improvements to security infrastructure to limit access to PII and enabling FIPS compliance.

MANAGEMENT EXPERIENCE

TMX Finance, Alpharetta GA   (B2C - Subprime auto lender)

Development Manager | March, 2010 – May, 2012

Key Technologies: C# .NET, WinForms, SQL Server, T-SQL, Microsoft's MVC Framework, TFS, Jira

- Managed 3 teams (Equity Auto Loan Product, Atlas (new architecture) T3 support team, Atlas Cash Management development team).
- Delivered cash management functionality to manage cash in stores and reduce the trip to the banks on time and on budget.
- Delivered 10 on-time releases (none late) of Equity Auto Loan product over a 20-month period.
- Delivered accounting reports to GA state each month accurate to the $.01.

Hewlett Packard, Alpharetta, GA   (B2B – Creators and sellers of web security software)

Manager II | July, 2007 – February, 2010

Key Technologies: C# .NET, WPF, WinForms, SQL Server, T-SQL, .NET CLI Bytecode Analysis

- Managed 4 product teams (QAInspect, DevInspect .NET, DevInspect Java, then WebInspect).
- The product was a very sophisticated Dynamic Analysis scanner for websites to detect vulnerabilities.
- Delivered 5 shrink-wrapped software releases on time and on budget, 1 release was late.
- Facilitated Agile Scrum adoption.

INDIVIDUAL CONTRIBUTOR EXPERIENCE / SOFTWARE ENGINEER

Witness Systems (aka Verint), Roswell, GA (B2B – Creators and sellers of telephone recording software)

Senior Software Engineer | 2005-2007

Key Technologies: C++, Windows, RSA Key Management System, AES128 & 256, Skinny IP Protocol

- Worked on IP recorder software which integrated with Cisco "CallManager" and used RSA Keys to re-encrypt sensitive customer data. This was a PCI-Compliant application.

Choicepoint (aka Lexus Nexis), Alpharetta, GA   (B2B – Sellers of data to facilitate business decisions)

Senior Software Engineer | 2004-2005

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Key Technologies: CGI, Perl, C++, Unix, MySQL DB, HTML JavaScript

- Developed SaaS web-based employee background check software. Created anti-fraud data-mining software to catch irregularities in database.

Witness Systems, Roswell, GA   (B2B – Creators and sellers of telephone recording software)

Senior Software Engineer | 2002-2004

Key Technologies: C++, StarTeam, Dialogic hardware, firmware, and software

- Developed TDM voice recorder for flagship product.

- Integration team lead.

Equifax, Alpharetta, GA   (B2B / B2C – Credit card services and data provider)

(**Contractor**) Software Engineer / Analyst | 2002-2002

Key Technologies: C++, Perl, Korn Shell Script, Unix

- Worked on search-match tool to determine if a customer was the correct person based upon their address. This project used fuzzy logic to work.

Hughes Network Systems   (B2B – Supplier of satellite communication software platform for DirecTV)

(**Contractor**) Senior OOD Software Tools Developer | 2001-2002

Key Technologies: C++, Perl, Korn Shell Script, Unix (Solaris), HTML, Lex, Yacc

- Developed software to turn Interface Specification Language (ISL) documents into C++ classes for the Network Operations Command Center (NOCC) and also into C data structures for the Satellite Terminal that used an embedded process and lives in a person's house. It was absolutely essential that these messages matched up to the bit so I used TDD to make sure my code was bulletproof.

Melita International (now known as Aspect Software)   (B2B – Makers of outbound predictive dialers)

Software Engineer III | 1999-2001

Key Technologies: Windows, C++, Java applets

- Worked to develop new features and bug fixes for the predictive dialer flagship product.

Syntellect   (B2B – Makers and sellers of cable Pay-Per-View ordering and billing systems)

Software Engineer | 1997-1999

Key Technologies: Windows, C

- Developed medical record dictation system with a vendor.

- Developed a proprietary silence compression algorithm.

EDUCATION

1995-1997 Yale University	New Haven, CT	❖ M.A. Religion	
1984-1989 Iona College	New Rochelle, NY	❖ B.A. Computer Science ❖ Minor, Philosophy	

- Rowed "bow" on the crew team. My boat won the Metropolitan NY Championships as a Novice.

- Co-Founder and president of the Iona College Philosophical Society, 1986-1989

REFERENCES (EMPHASIS NEIL'S)

References available upon request. However, I have also provided several here for your convenience:

"Neil's greatest area of achievement is in the managing of the people on his teams. First and foremost they love working for him. He nurtures and mentors them as if they were his own children. He motivates them just by his desire to see them succeed. **Neil is one of the greatest people managers I have ever seen. In my opinion he set the bar for the company.**"

– Charlie Bassham, Senior Director of Engineering, yearly-performance review, Amplify Education, 9/18/2013

Matthew Slossberg, MSc
VP, PMO at AMC Health
November 5, 2015, Matthew worked with Neil in different groups

"Neil is passionate about making things happen, and rightfully recognizes the path to this as inspiring people. He indefatigably pursues his own 'continuous improvement' both in engineering and development methodologies, mastering and applying process (just enough), and simply focusing on what I think differentiates and makes him so invaluable: his empathic, patient, supportive approach to people. **Simply stated, Neil makes people around him better. And that's a powerful thing.**"

Frank Benoit
Sr. Software Architect at FARMWAVE
May 29, 2012, Frank reported directly to Neil

"I was lucky enough to be part of Neil's team at TMX and I can't recommend him enough. He is a fantastic manager who truly cares about every single person on his team. Not only is he extremely knowledgeable, he is the type of person that everybody loves to work with/for. **Neil is hands down one of the best managers I have ever had and I would with him/for him in a heartbeat.**"