Q. Wade Billings

Experienced SRE, DevSecOps, and Engineering Leader

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SUMMARY:

- Built, shaped, and led global DevSecOps, Site Reliability, and Developer Experience engineering organizations.

- Guided full-cycle engineering teams and expanded cloud-hosted products and services.

- Cultivated strong relationships as a trusted expert and change agent.

- Regularly attended and participated in Site Reliability Engineering and DevOps conferences.

CORE COMPETENCIES:

- Cloud Optimization & Capability Planning: Strong knowledge of PaaS and IaaS providers.

- Global SRE Oversight: Created and guided globally distributed SRE and DevSecOps teams.

- CI/CD and Software Deployment Practices: Leadership in product development with a focus on CI/CD.

- Observability: Maintained high availability and response times for SaaS platforms.

- Influence & Executive Leadership: Built strong relationships with internal and external stakeholders.

PROFESSIONAL EXPERIENCE:

JM Family Enterprises   **July 2023 – March 2024**

Agile Product Owner, DevSecOps

- Composed and implemented a Product Development Lifecycle (PDLC) in six(6) weeks designed to decrease time to market for Paved Roads. Post implementation, time to delivery for Paved Roads was reduced by 60%, and velocity increased by 50%.
- Partnered with LOB engineering leaders across the enterprise to generate product demand and requirements. Due to these efforts, the submission of new ideas for Paved Roads increased by 200%.
- Shaped a multi-quarter product roadmap and strategy that achieves the complete decentralization and democratization of authorship of Paved Roads. This enables development teams to create and share their subject matter domain knowledge and expertise with teams across the enterprise.

BetterUp   **June 2021 – Nov 2022**

Interim CISO, CIO, Director of DevSecOps

- Served as Interim CISO, CIO, and Director of DevSecOps for a late-stage, pre-IPO SaaS coaching company with 150M+ USD in annual recurring revenue.
- Built, grew, and led Federal (FedRAMP), DevSecOps, Developer Experience, and CorpIT teams whose primary focus was unlocking the company's full potential.
- Formed and led the strategy to deliver GDPR-compliant hosting capabilities based on customer data sovereignty requirements, resulting in 9M USD in annual recurring revenue.
- Initiated FedRAMP effort to achieve Authorization To Operate (ATO) in the Federal Marketplace, which resulted in an additional 19M USD in annual recurring revenue.
- Promoted and nurtured a site reliability and security engineering culture within a global engineering organization comprised of 100+ globally distributed engineers.

HonorLock   **July 2020 - May 2021**

Chief Technology Officer

- As the Chief Technology Officer at Honorlock, a provider of on-demand online proctoring services, I guided a dedicated team of product developers and engineers passionate about creating exceptional software.
- My role was pivotal in managing a mid-stage, venture-backed EdTech startup that successfully generated an annual revenue exceeding 20M+ USD.
- I spearheaded an aggressive product expansion strategy, launching innovative product lines and capitalizing on new market opportunities. Released three (3) new product features to market in six(6) months which resulted in a 30% increase in ARR
- Oversaw the strategic implementation of advanced AI and Machine Learning technologies, substantially improving the accuracy and efficiency of our product offerings.

Ambi   **March 2019 - June 2020**

SVP of Engineering

- As a Technology Leader at Ambi, an early-stage education technology startup, I created a revolutionary Software-as-a-Service (SaaS) based, student-centric platform in the education sector. Our unique approach emphasized social engagement and prioritized student outcomes.
- I was privileged to assemble and guide a world-class, globally distributed team specializing in engineering, operations, product, and program management. This team played a pivotal role in ushering in a transformative third phase of technology in education.
- Leveraging the talents of our distributed engineering team, we successfully launched a compelling Minimum Viable Product (MVP), setting a new benchmark for educational platforms.
- Our platform, known for its modern and intuitive design, significantly increased student engagement in class and campus activities. This empowerment improved academic goal attainment, further underscoring our commitment to student success.

Instructure   **January 2014 - March 2019**

VP of Technical Services

- As a leader of the Shared Services team at Instructure, a company making software to enhance intelligence, I formed and shaped a dedicated team responsible for cloud technology powering our products and services.
- Ensured customer and student needs were central to team operations, maintaining world-class product and service delivery.
- Assembled teams maintained monthly availability Service Level Objective (SLO), exceeding the contractually guaranteed 99.9% accessibility SLA.
- Maintained an average response time of 400 ms, managing millions of daily interactions.
- Drove the Mean Time to Repair (MTTR) for Sev1 incidents to under 15 minutes.
- Doubled global hosting capacity for EMEA and APAC-based customers.
- Managed operational expenses to maintain competitiveness.
- Built and led a global Shared Services and Corporate IT organization of 65 engineers for a publicly traded company with a 3.38 USD market cap (stock ticker: INST).
- Successfully planned and executed a three-year global infrastructure expansion plan for the Canvas LMS product, contributing 75M USD to annual recurring revenue.
- Constructed an international Corporate IT team supporting 1200+ employees.

ENDORSEMENTS:

"Q. Wade is one of the best leaders I've ever had the pleasure of working with."
– Michael Chaoui, Founder & CEO of Atlas One Security

"When I think of leaders who have had a profound impact on my career, I think of Q. Wade."
– Lee Tice, Senior/Staff Full Stack Engineer, BetterUp