

EDUCATION **Master of Computer Science**, The University of Illinois at Urbana-Champaign **Specialization:** Data Science

Bachelor of Science in Business Administration, with distinction, The University of Alabama

Majors: Philosophy, Management Information Systems

Honors: International Honors Program,

Minors: Computer Science, Computer-Based Honors Research

University Honors, Mallet Assembly

Ongoing education: MS Certified Solution Developer, MS Certified Pro Developer: Enterprise Architect, K2 Solutions Professional, Machine Learning (Stanford), Design Thinking for Business Innovation (Univ. of Virginia), Computing for Data Analytics (Johns Hopkins), Gathering and Cleaning Data (Johns Hopkins), Introduction to Music Theory (Univ. of Edinburgh), Algorithm Design (Princeton), Python API design (Codecademy), Model Thinking (Univ. of Michigan), Leadership through Emotional Intelligence (Case-Western Reserve University)

EXPERIENCE **Director of Software Delivery**, Wineshipping, Napa, CA

Nov 2021 -
Present

- Manage headcount, culture, and architecture in fully-remote organization (across US, India, Ukraine)
- Obsessed with customer experience, driving user-journey improvements with designers and frontend devs
- Design integration of multiple data platforms obtained in acquisitions via data-engineering pipelines
- Refactor legacy codebase to cloud microservices for observability and extensibility
- Implemented webhook platform for improved availability and performance at lower operational cost

Apr 2019 -
Nov 2021 **Director of Technology**, Spire Digital, Denver, CO

- Grew a new account to be the company's largest client in both team size and revenue
- Managed delivery teams' organizational structure, practices, and headcount
- Responsible for realizing Gross Margin and Client Satisfaction metrics
- Designed predictive machine-learning models to lower customer wait times
- Promoted developer education through lunch-and-learns and mini-hackathons
- Referred warm sales leads to sales executives to win marketing and data-science projects
- Assisted startup in maturing and scaling processes to facilitate acquisition by multinational company
- Served as lead architect and first developer on enterprise data platform

Feb 2014 -
Mar 2019 **Technical Team Lead**, SunTrust Banks (now Truist), Atlanta, GA

- Shortened development timelines by refactoring myriad legacy monoliths into cloud-capable microservices
- Greatly reduced bugs found in testing and production by introducing automated testing and code metrics
- Reduced effort and human error in releases through continuous integration and continuous deployment
- Improved app performance by finding and resolving bottlenecks in distributed banking systems
- Coached teams on agile mindset and Scrum development practices
- Influenced department culture of craftsmanship, by specializing in code review and mentoring

Mar 2012 -
Jan 2014 **Team Lead and Company Bartender**, Kabbage, Atlanta, GA

- Designed and built machine-learning-powered credit underwriting engine central to company's product
- Built scalable cloud-based data-collection platform targeting multiple third-party APIs
- Built data-processing workflow library based on cloud-based message queueing systems
- Created tools to automate AWS infrastructure management on-demand from employees' phones
- Implemented responsive design for public-facing Orchard CMS, MVC web apps, and email templates
- Created deployment-management tools using NAnt and XSLT to validate cloud server configuration
- Served as subject-matter expert in vendor-selection and contract-negotiation processes
- Coordinated technical strategy, architecture, and timeline with CIO and other team leads
- Introduced aspect-oriented programming to commonly-used base classes and exception-handling code
- Dramatically lowered cloud-computing costs by removing system bottlenecks in platform infrastructure
- Led cross-functional team in work sprints, Scrum ceremonies, and performance reviews
- Crafted exceptional libations to celebrate each successful release (Appletini, Bellini, Commodore...)

Mar 2010 - Mar 2012	Solution Developer , Avanade, Atlanta, GA (consulting) <ul style="list-style-type: none"> Architected legacy C++/MFC to WPF/MVVM conversion of multi-billion-dollar critical customer-facing app Led team of developers in prioritizing and building proof-of-concept applications for sales demonstrations Designed and built AJAX/jQuery libraries to capture cutting-edge user analytics on websites Improved maintainability in legacy code by introducing design patterns and new language features Worked with subject matter and UX experts to design intuitive, legally-compliant healthcare frameworks
Aug 2009 - Feb 2010	Senior IT Developer , The Home Depot, Atlanta, GA (contract) <ul style="list-style-type: none"> Implemented SOA platform and mobile apps for inventory-management, merchandising, and point-of-sale Performed code reviews and performance testing for other teams, offshore and contract workers Regularly worked full shifts in stores to gain users' ongoing insights and feedback on deployed applications
July 2006 - July 2009	Solution Developer , Avanade, Atlanta, GA (consulting) <ul style="list-style-type: none"> Managed a multi-site team of developers and testers in implementing new features and fixes Owned product roadmap, balancing public-sector, private-sector and employer's interests Designed, built, and maintained mission-critical data platform for mobile/wearable devices Wrote hardware abstraction layer code for streamlining development on devices with varying capabilities Designed customizable, automated unit-test system for mobile applications Served on multiple long-term full-lifecycle engagements with challenging clients Performance-tested and optimized SOA-based web service platform and underlying subsystems
May 2005 - July 2006	Programmer-Analyst , Hewitt Associates (now Aon Hewitt), Atlanta, GA <ul style="list-style-type: none"> Maintained confidential financial records for 120,000 plan participants across 10 client companies Provided analysis of complex health & welfare system defects from legal and technical standpoints Collaborated with and trained overseas associates on team practices and 401(k) plan management
Aug 2004 - May 2005	Business System Analyst and Tech Lead , Acuity Brands Lighting, Atlanta, GA <ul style="list-style-type: none"> Developed ASP.NET tool to facilitate the organization's custom SDLC and categorize human capital Owned the product roadmap, negotiating contents to build stakeholder buy-in from customer organizations Analyzed current systems to determine business value and client expectations for replacement
June 2004 - Aug 2004	Systems Development Intern , BellSouth (now AT&T), Baton Rouge, LA <ul style="list-style-type: none"> Built shipment-tracking intranet application deployed across the southeast Automated logistics operations, adding basic AI components like order-prediction and anomaly-detection
May 2003 - June 2004	E-Business Analyst Intern , Gulf States Paper Corporation (now The Westervelt Company), Tuscaloosa, AL <ul style="list-style-type: none"> Saved a projected \$2.5 million / yr. with a computer-vision-driven downtime-recording system Further details available upon request
Jan 2002 - May 2003	HelpDesk Consultant , Seebeck Computer Center, University of Alabama, Tuscaloosa, AL <ul style="list-style-type: none"> Details available upon request
TECHNICAL EXPERIENCE	Languages: Python, R, C#, C/C++, ASP.NET MVC, .NET Framework / Core / Compact Framework, F#, Java, VB6, ColdFusion, SQL, Matlab, PHP, HTML, Javascript, CSS, COBOL, JCL, SAS Tools: D3, TensorFlow, jQuery, Amazon AWS, Microsoft Azure, Gatsby, Ant/NAnt, Oracle, MS SQL Server, MS SQL Mobile, DB2, MS Visual Studio, Eclipse, Apache, Tomcat, Maven, Axis/Axis2, MS Office Automation
OTHER SKILLS	Leadership experience, strong writing and communication skills, statistical analysis, neural networks, support vector machines, linear and logistic regression, classification and clustering systems, recommender systems, natural-language processing, principal-component analysis, data acquisition, data cleaning, and visualization.
HONORS, ACTIVITIES	<div> National Merit Scholar JL Bedsole Scholar Randall Research Scholar (née Computer-Based Honors) Avid rock climber, backpacker, blues dancer </div> <div> Dean's List (3 years) National Dean's List (2 years) Jiu-jitsu blue belt, muay thai orange shirt Bacon Number of 3 (June 2020 average: 3.182) </div>