

# J. STEPHEN RILEY

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*Leader, Builder, Innovator*

## SENIOR DIRECTOR OF ENGINEERING

**Inspirational Leader ♦ Hard-core Technologist ♦ Strategic Planner ♦ Mentor**

*"A leader is best when people barely know he exists; when his work is done, his aim fulfilled, they will say: we did it ourselves." – Lao Tzu*

Proud technology leader who builds teams that outperform peers and builds products and technology that defy customers' expectations. I put the TECH in technical leader. Continuously improve my people and myself, leading to ever-growing capabilities and customer satisfaction. Specialize in building high-performing teams, architecting innovative technology solutions, and growing and mentoring developers.

### EXECUTIVE SUMMARY

**PEOPLE LEADER AND  
TECHNOLOGY INNOVATOR—  
ENVISIONING THE FUTURE &  
BRINGING TEAMS THERE**

MASTER OF SOFTWARE ENG.  
SEATTLE UNIVERSITY, 2007

BS OF COMPUTER ENG  
MILWAUKEE SCHOOL OF ENG. 1997

**Reduced customer fulfillment time by 95%** by unifying application suite provisioning, delivering apps in minutes instead of days

**Won 2 NSF grants for text-to-GIS AI research**, providing \$1.5M in non-dilutive funding to an early stage startup

**Reduced legacy SaaS code base by 93%** (1.1 MLOC) by re-architecting to a microservice-based, data-driven system

**Quadrupled release rate** by transforming a struggling department into an innovative, predictable engineering machine

**Undercut competitors' product costs by 65%** for a global "video jukebox" platform through innovative hardware and software design

**Increased MTBF by 720x** of a concept malware detection system, going from concept to production in two months

**Built the first web API for Wall Street**

### PROFESSIONAL NARRATIVE

#### **Sr. Director, Engineering – Shared Services**

Apptio, Inc. ♦ Bellevue, WA

2017 to 2019

*A \$160M fintech company that develops Technology Business Management SaaS apps.*

I ran the Shared Services engineering department, delivering a range of software and operational services to Apptio's engineering teams, including SSO integration, user management, AWS GovCloud operations, CI/CD, and other DevOps systems.

#### **Key Achievements:**

- Reduced application suite provisioning time an average of 95% through workflow automation
- Trained and advised all product teams on L10N and I18N
- Advised Engineering on GDPR and other international data protection regulations
- Maintained the highest uptime of any services in the company.

**Co-founder + CTO, Board member**

Stabilitas.io ♦ Seattle, WA

2014 to 2017

*An innovative start-up that provides global AI-generated security notifications and location services.*

Due to a unique skillset of military planning and technology, I was personally recruited to help build a cloud-scale physical security solution. I created the 1.0 platform, then hired and led a team to scale the business.

**Key Achievements:**

- Selected for Techstars Cloud 2015—less than 1% of the 1200 applicants were accepted.
- Won the business of Fortune 500 companies with only 9 people.
- Architected and lead the implementation of a cloud-native, highly available system focused on the near-real-time distribution of safety information and events.
- Won two National Science Foundation grants (SBIR) for developing NLP tech to extract GIS data from newspaper articles.

**Head of Next-Gen Technologies**

Avalara ♦ Seattle, WA

2012 to 2014

*A \$270M sales tax compliance company that offers SaaS apps and Web APIs to SMB and enterprise.*

Rearchitected a 10-year old, monolithic system as a cloud-scale, data-driven engine only a fraction of the original size. Set Avalara up to handle the anticipated 100x growth from the Marketplace Fairness Act.

**Key Achievements:**

- Reorganized 100+ Engineering department from a siloed product org into a cohesive platform org.
- Re-introduced Product Management discipline, providing clear product roadmaps and direction for the Engineering team.
- Introduced cloud-scale engineering processes, enabling rapid, on-demand scaling of systems.
- Hired and led team to build next-gen tax compliance product that ran twice as fast, scaled 1000x as large, and was only 7.5% the size of the legacy system.

**Vice President of Engineering**

PlayNetwork, Inc. ♦ Redmond, WA

2009 to 2012

*An \$85M provider of in-store entertainment for retail, restaurant, and hospitality environments.*

Hired to turn around a struggling technology department. Introduced careful requirements and design processes, economic prioritization, and Product Management discipline that ultimately quadrupled product release rates and energized the teams to deliver quality innovation.

**Key Achievements:**

- Reorganized department along product lines, mentoring three new managers along the way.
- Delivered a “video jukebox” product that undercut competitors’ offerings by 65%.
- Instituted 6-week release cycles for internal tools and infrastructure, improving quality and building customer confidence.
- Managed international expansion of licensing and PRO reporting database of ~1M songs

**OTHER NOTABLE EXPERIENCE****Washington Army National Guard / Major of Armor (Operations)**

Served in numerous positions of increasing responsibility, from leading a platoon of 31 Scouts to planning operations of 3500+ Soldiers. Decorated veteran of Operation Iraqi Freedom and the 2015 Washington State Wildfires. Expert in the operations process and maneuver tactics. Currently assigned to the 205<sup>th</sup> Regional Training institute, planning training operations for 15 States.