

Joel Worrall

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Product & Engineering Leader, Innovation & Strategy,
Digital & Brand Transformation, Executive Management

Summary

I started my career in the software industry as a programmer, architect, and consultant. More than a decade ago, I began growing my skills in the areas of people management, organizational leadership, strategic planning, brand development, product management, and enabling business transformation.

Today, I'm equipped with a service-oriented management philosophy, a strategic execution track record, and a passion for building great technology and great teams. My goal is to join a leadership team with a mission I can embrace, a culture I can influence, and a vision I can help shape.

Skills

- Technology and digital product development, including software engineering and architecture
- Management of departments across distributed offices, time zones, and continents
- Team leadership, mentoring staff and subordinates, managing up, and coaching peers
- Brand and product positioning as well as internal and external messaging
- Marketing and fundraising, including proposal creation and presentation
- Strategic planning and execution with sustainable results
- Corporate culture leadership, embracing and setting pace for core values
- Personnel management, including restructuring organizational reporting relationships
- Talent identification, recruitment, and onboarding
- Volunteer recruitment and management, including open source software contributors
- Strong presentation, public speaking, and written communication skills
- A track record of creating, influencing and owning a vision for an organization
- Multi-million dollar budget management
- Seven years of Board-level reporting experience
- Classroom management and curriculum creation in a higher education setting

Education & Training

Bachelor's in Computer Science, Messiah College, Grantham, PA (2000)

Master's in Religion, Evangelical Theological Seminary, Myerstown, PA (2015)

The Marketing Seminar with Seth Godin, <https://themarketingseminar.com> (2017)

Presentations & Talks

See videos of several of my public talks and presentations at joelworrall.com/talks.

Experience

Stripe (January 2021 to present)

In 2021, I joined the leadership team of the Platform organization at Stripe in a role as a Technical Advisor to the head of the organization. Three weeks into my tenure, I was asked to take over the Experience Platform organization, the teams responsible for the [Stripe Dashboard](#), including our design systems, component libraries, data access and runtime services, unified messaging service, and frontend infrastructure that powers Stripe.

Head of Engineering, Experience Platform – January 2021 - Present

- Manager-of-managers for Stripe's Dashboard interface, all levels of the unified, frontend programming model, component library, GraphQL layer, runtime services, and messaging
- Leading numerous multi-team, cross-org initiatives on reliability, performance, and architecture as Stripe's platform expands into a multi-product, multi-region suite of financial services
- Diversifying the remote employee profile to include multiple time zones and continents as we seek to attract underrepresented demographics and best talent across the US and world

Primary technologies / tools: React, HTML/CSS/JS, GraphQL, Ruby, OpenTelemetry

New Relic (+2.5 years)

New Relic is the industry leader in monitoring the modern cloudstack, adding over two trillion events and metrics per day to their real-time analysis platform while serving over 17,000 customers (including more than half the Fortune 100). Operating at the intersection of product and go-to-market, my roles provided strategic leadership and execution, often resulting in open source code.

Senior Director, Open Source – October 2020 - January 2021

- Part of the executive product leadership team, reporting to the Chief Product Officer
- Lead the cross-team development of the platform's deployment and onboarding architecture
- Oversaw the open source program office

Director, Open Source and Developer Advocacy – October 2019 - October 2020

- Hybrid product manager / engineering manager / architect while (by choice) still writing code
- Served in a primary support role to the GM of Developer Ecosystem
- Responsible for our developer advocacy content, event strategy, and developer programs
- Drove the establishment of our open source program office, strategy, and GM roadmaps

Director, Programmability – May 2019 - October 2019

- Lead the New Relic Labs team within our Services organization
- Represent customer platform needs to the Product teams in Portland and Barcelona
- Support the GM of New Relic One regarding programmable feature definition

Principal Extensibility Architect – May 2018 to May 2019

- Built early-stage customer solutions using GraphQL, React, and cloud services
- Helped deliver, shape, and support New Relic's Developer Program
- Championed the goals of the founder/CEO with regards to platform programmability

Primary technologies / tools: React, Node.js, HTML/CSS/JS, GraphQL, New Relic, GitHub, AWS

Masterworks (10 months)

Re-platformed a 30-year-old agency that was focused on serving faith-based organizations in the rescue and relief sectors. In my role, I helped to reengineer the agency while simultaneously bringing digital products to market.

Vice President, Chief Technologist – August 2017 to May 2018

- Created a data service to aggregate constituent data across a myriad of platforms and tools to create a unified understanding of donor response as well as automation models
- Reshaped technology and digital delivery processes to follow industry best practices
- Built the staffing capabilities of the agency with regards to technology and digital marketing
- Vetted and implementing outsourcing and partner relationships
- Led platform and partner selection for technology-related systems and solutions

Primary technologies / tools: Google BigQuery, Looker, Piwik Pro, React, Node.js, PHP, Symfony, MySQL, HTML/CSS/JS, GitHub, New Relic, Wordpress, Pantheon, WPEngine, Salesforce.com, Google Apps

Messiah College (2 years)

In my first, professional teaching engagement, I taught an introductory web technologies course in Spring 2018 followed by a two-semester senior capstone course in system analysis, design, and implementation. I've recently chosen to reduce my role to guest lecturer in Computer Science.

Adjunct Instructor - February 2018 to May 2019

CURE International (7.5 years)

Member of the executive leadership team, head of technology, marketing, and CURE's innovative online donor reporting platform ([CUREkids](#)), providing oversight and strategic direction to a global charitable healthcare organization with 1,600 employees and an operational presence in 29 countries.

Chief Technology Officer and Office of the CEO – June 2016 to May 2017

Chief Technology Officer – May 2014 to June 2016

Vice President of Technology and Marketing – July 2010 to May 2014

Vice President of Technology – October 2009 to July 2010

- Oversaw all technology, marketing, brand-building and creative efforts
- Served as the lead executive and primary communicator through a CEO transition
- Architected and co-founded the award-winning [cure.org](#) and the [CUREkids](#) platform
- Co-founded the [HospitalRun](#) open source software project
- Led transition from traditional nonprofit software tools to a full cloud technology strategy
- Wrote and spoke for conferences and events across a variety of audiences and venues
- Conducted executive recruiting and management
- Directed crisis communications and public relations
- Directed the creation of CURE's content marketing strategy
- Oversaw the growth of CURE's first, successful monthly recurring revenue program
- Led the messaging and execution for CURE's largest annual fundraising event (\$6M)

Primary technologies / tools: PHP, MySQL, jQuery, HTML/CSS/JS, GitHub, New Relic, Wordpress, Salesforce.com, Google Apps, Mailchimp, Stripe, Hubspot, DigitalOcean, Rackspace

Mzinga & KnowledgePlanet Inc. (3.5 years)

Led a 75-person engineering department of a venture-backed enterprise software company. Responsible for technology roadmap, product development, acquisition due diligence, and R&D.

Vice President, Engineering & Development – March 2009 to October 2009

Director of Engineering – August 2008 to March 2009

Director of Development, Learning & Workplace Communities – Feb. 2008 to Aug. 2008

Development Manager – Feb. 2007 to Feb. 2008

Software Architect – July 2006 to Jan. 2007

- Led shift of product architecture and business model from Application Service Provider to complete Software as a Service multi-tenant, single instance environment
- Provided technical leadership through a debt restructuring and recapitalization event
- Guided the engineering through the merger of three companies including offshore teams
- Negotiated major software vendor contracts and services
- Performed technical diligence through acquisitions
- Served as consultant and solution architect, working with troubled client relationships

Primary technologies / tools: Java, HTML/CSS/JS, Oracle, SVN, CVS, FogBugz

(Volunteer) HospitalRun (4.5 years)

Co-founder of the [HospitalRun](#) open source health information platform, responsible for strategic direction, community management, messaging, code contributions, and reviewing pull requests.

Core Team [Volunteer] – February 2014 to July 2018

Primary technologies / tools: Node, Ember, CouchDB, PouchDB, HTML/CSS/JS, GitHub, New Relic

Java Brewery, Inc (3 years)

Outsourced system architecture, software development, and interim engineering management.

Sole Proprietor and Senior Consultant – April 2003 to June 2006

- Engaged in outsourced product development, management, market research, and leadership
- Served as technical liaison and interim engineer for multiple organizations
- Analysis of company models, architecture, requirements, design and implementation services
- Architected the content management tools for Comcast

Primary technologies / tools: Java, MySQL, Postgres, CVS, SVN

CommNav Inc. (3 years)

Lead Java developer of a 20-person startup focused on a business portal framework.

Lead Architect – July 2000 to April 2003

Knowledgeplanet Inc. (1 year)

Entry-level developer that quickly took over leadership in an existing and more senior team.

Software Engineer – May 1999 to June 2000