

Travis Karr

Senior Software Engineering Manager | Cloud Platforms | DevOps | SaaS

Axton, VA | (214) 207-7182 | travisekarr@gmail.com

LinkedIn: [linkedin.com/in/travisekarr](https://www.linkedin.com/in/travisekarr) | GitHub: github.com/travisekarr

Tailored Summary

Senior Software Engineering Manager | Cloud Platforms | DevOps | SaaS with over 21 years of expertise, specializing in infrastructure, leadership, performance, saas. Notable achievement: Hands-on development with Node.js, TypeScript, React, PHP, Laravel, .Net Core, Java 8, Python.

Professional Overview

Senior Software Engineering Manager with 21+ years of experience leading cross-functional teams to deliver scalable SaaS solutions, optimize cloud infrastructure, and implement secure, compliant DevOps pipelines. Recognized for driving multi-million-dollar cost savings, accelerating delivery timelines, and fostering high-performing engineering cultures. Wore many hats in start-up environments and helped transition companies from startup to enterprise scale. Proven track record in software products, cloud platforms, DevOps enablement, and strategic planning.

Core Competencies

Veteran engineering leader with proven success driving product delivery, platform modernization, and compliance governance across diverse industries. Expert in managing global teams, leading secure DevOps transformations, and architecting scalable cloud-native and hybrid platforms with a strong focus on AI-driven automation.

Languages & Frameworks

Python, JavaScript, TypeScript, Java, C#, VB.NET, VBScript, C++, PHP, ASP.NET, Classic ASP, Node.js, React, Angular, Laravel, .NET Core, WPF, WCF, Silverlight, Django, Spring Boot, JQuery, RequireJS, AJAX, DHTML, HTML, XML, JSON

Cloud & Infrastructure

AWS (EC2, RDS, S3, Lambda, ElastiCache, SES, SNS, SQS, CloudFormation, IAM, VPC, CloudFront, CloudWatch, WorkSpaces, CloudSearch, Directory Service), GCP (GCE, BigQuery, GAE), Azure (VM, AKS, ARM, AAD, SQL), Kubernetes, Docker, Platform.sh, Heroku, Redis, CloudFlare, IIS, Apache Tomcat, Nginx, VMware ESX, Windows Server, Linux

DevOps & Tooling

Jenkins, GitLab CI/CD, GitHub Actions, n8n, Ansible, New Relic, Graylog, Metabase, NetSuite, Insomnia, Postman, GTM, GA4, Authorize.net, PayPal, Braintree, Cybersource, BuildMaster, Rally, Jira, Visual Code, Confluence, BitBucket, SharePoint, Visual Studio, Eclipse, VSS, Team Services, Dundas Charts, Telerik, Fiddler

Databases

MySQL, PostgreSQL, Oracle, SQL Server (6.5–2019), MongoDB, RDS, Redis, SQL Reporting Services (SSRS), SQL Integration Services (SSIS), SQL Analysis Services (SSAS), MDX, DMX, Cognos, ETL, Data Warehousing, Data Modeling

Security & Compliance

PCI-DSS, SOC 2, SoX, CPNI, GDPR, Secure SDLC, Risk Mitigation, Incident Response, Code Vulnerability Scanning, OSS/BSS Security, CAB Review, Firewall/VPN Management, Policy Enforcement, Audit Automation

Software Development Manager — Zuri Furniture

Dallas, TX | 04/2019 – 04/2025

Led engineering teams and cloud infrastructure for a fast-growing modern furniture ecommerce company.

- Managed developers in Argentina, Vietnam, Ukraine, and India; managed both on-shore and off-shore resources.
Skills: management, offshore, leadership
- Directed secure CI/CD pipeline initiatives, increasing deployment velocity by 60% while meeting uptime and compliance targets.
Skills: ci/cd, compliance, automation
- Introduced observability tooling and refined metrics for deployment health, dev velocity, and incident resolution.
Skills: observability, monitoring, metrics
- Managed full software lifecycle deployment across ecommerce, backend, and retail POS systems.
Skills: software_lifecycle, ecommerce, pos
- Upgraded POS and implemented EMV transactions at retail locations.
Skills: pos, emv
- Collaborated with security stakeholders to ensure data protection and risk mitigation.
Skills: security, compliance, data_protection
- Implemented and integrated automation between external systems using middleware and custom n8n nodes.
Skills: automation, integration, n8n
- Hands-on development with Node.js, TypeScript, React, PHP, Laravel, .Net Core, Java 8, Python.
Skills: node.js, typescript, react, php, laravel, .net_core, java, python
- Worked with JQuery, Require, Angular, and several one-off JS frameworks.
Skills: jquery, angular, javascript
- Hands-on query writing against MySQL, Oracle, MSSQL, and PostGres.
Skills: mysql, postgres, oracle, mssql
- Worked extensively with AWS (EC2, S3, RDS, etc.) and GCP (GCE, BigQuery, Kubernetes, etc).
Skills: aws, gcp, kubernetes, bigquery, ec2, s3, rds
- Implemented a custom-built AI agent system for customer support and order management, integrating ML models and LLMs using Python and the OpenAI API.
Skills: ai, ml, llm, python, openai_api, langchain, requests, prompt_engineering
- Migrated applications from C# to .Net Core.
Skills: c#, .net_core
- Ensured compliance with PCI and CPNI standards.
Skills: pci, cpni, compliance
- Administered NetSuite with custom objects, scripts, workflows and custom built integrations.
Skills: netsuite, integration
- Implemented GA4 and GTM server-side container; migrated to first-party cookie tracking.
Skills: ga4, gtm, tracking
- Worked with Metabase, New Relic, Cybersource, Authorize.net, PayPal, Braintree.
Skills: metabase, new_relic, payment_processing
- Created a data warehouse in BigQuery and real-time reporting dashboards and BI analytic reports in Metabase. Introduced Power BI for advanced analytics.
Skills: bigquery, data_warehouse, metabase, bi, dashboards, reporting, power_bi
- Developed and maintained a custom-built middleware platform for data integration and automation.
Skills: middleware, integration, automation

Director of Engineering — Blackhawk Network

Addison, TX | 02/2015 – 08/2018

Directed global engineering and platform teams delivering financial integrations, compliance, and modernization across B2B/B2C ecosystems.

- Managed multiple development teams across time zones including US, Vietnam, India, and Ukraine.
Skills: management, offshore, leadership
- Oversaw backend modernization and organizational transformation impacting 100+ B2B and B2C partners.
Skills: modernization, architecture, b2b, b2c
- Directed performance cycles, hiring plans, promotions, and coaching for a 100+ person org.
Skills: coaching, performance_management, hiring
- Owned budgeting, vendor selection, and roadmap accountability across critical applications.
Skills: budgeting, vendor_selection, roadmap
- Oversaw CI optimization and developer onboarding workflows.
Skills: ci, onboarding, developer_experience
- Led security protocols aligned with PCI, SoX, SOC-2 mandates; managed CAB review and code vulnerability scans.
Skills: pci, soc2, sox, security, compliance, cab
- Hands-on DevOps across AWS services and troubleshooting C# in production environments.
Skills: devops, aws, c#, production_support
- Oversaw full Change Management lifecycle including release planning, CAB, and code compliance.
Skills: change_management, release_management, compliance
- Reviewed PRs, mentored engineers, and led architectural design improvements.
Skills: architecture, code_review, mentorship
- Supported WinForm and MVC apps with REST/WCF microservices using SQS for messaging.
Skills: winform, mvc, rest, wcf, sqs
- Worked extensively with SQL Server for ad-hoc reporting, tuning, and operational support.
Skills: sql_server, reporting, performance_tuning
- Used Kentico CMS and a custom CMS system to support global ecommerce platforms.
Skills: cms, kentico
- Migrated teams from Waterfall to Agile/Scrum; implemented Agile practices across mixed Jira/Rally environments.
Skills: agile, scrum, jira, rally, methodology_migration
- Used AWS services including EC2, S3, RDS, CloudWatch, CloudFormation, SQS, SNS, SES, etc.
Skills: ec2, s3, rds, cloudwatch, cloudformation, sqs, sns, ses

Director of Special Projects — Sage Telecom And Telscape

Dallas, TX | 04/2014 - 11/2014

Led cross-brand system integration and real-time infrastructure efforts across telecom acquisitions, enabling unified platforms and product launches.

- Built and maintained Java web services as middleware communicating with external vendor applications on GlassFish.
Skills: java, glassfish, web_services, middleware
- Maintained and developed Java and classic ASP pages for consumer portals handling provisioning, payments, and device management.
Skills: java, asp, provisioning, payments
- Maintained, repaired, and wrote queries against Oracle 8.1 and 9.2 databases.
Skills: oracle, sql, reporting
- Built marketing sites using WordPress on LAMP and Django CMS running on IIS.
Skills: wordpress, lamp, django, iis

- Delivered software changes supporting product launches for Telscape and TruConnect.
Skills: product_launch, development
- Worked hands-on with Java, .NET (C#), C/C++, across Linux/Oracle, Tomcat, GlassFish, Postgres, MySQL, Windows/IIS environments.
Skills: java, .net, c#, c++, linux, tomcat, glassfish, postgres, mysql, windows, iis
- Updated corporate policies to comply with PCI and CPNI standards.
Skills: pci, cpni, policy
- Coordinated QA testing and analytics system support in a regulated telecom environment.
Skills: qa, analytics, compliance

Director of Special Projects — TruConnect

Dallas, TX | 04/2014 - 11/2014

Managed operations, logistics, marketing, and development for entire product portfolio.

- Developed and repaired code for Java applications handling system automation tasks with raw and XML data over TCP socket using cron jobs.
Skills: java, automation, tcp, cron, xml
- Built and maintained Java web services as middleware communicating with external vendor applications on GlassFish.
Skills: java, glassfish, web_services, middleware
- Maintained and developed Java and classic ASP pages for consumer portals handling provisioning, payments, and device management.
Skills: java, asp, provisioning, payments
- Built Python applications supporting CRM, CMS, and convergent billing for mobile data devices.
Skills: python, crm, cms, billing
- Developed multi-threaded .NET Windows service for real-time billing and revenue management using a custom Gy interface to Sprint.
Skills: .net, c#, real_time_billing, gy_interface
- Maintained and extended Magento ecommerce cart and Kayako support site.
Skills: magento, kayako, ecommerce, support
- Wrote queries and managed MySQL and Postgres databases.
Skills: mysql, postgres, sql
- Built marketing sites using WordPress on LAMP and Django CMS running on IIS.
Skills: wordpress, lamp, django, iis
- Delivered software changes supporting product launches for Telscape and TruConnect.
Skills: product_launch, development
- Worked hands-on with Java, .NET (C#), C/C++, across Linux/Oracle, Tomcat, GlassFish, Postgres, MySQL, Windows/IIS environments.
Skills: java, .net, c#, c++, linux, tomcat, glassfish, postgres, mysql, windows, iis
- Updated corporate policies to comply with PCI and CPNI standards.
Skills: pci, cpni, policy
- Acted as CTO/COO for TruConnect, managing vendor relationships and Wal-Mart's Internet-On-The-Go program.
Skills: vendor_management, cto, coo, walmart
- Coordinated QA testing and analytics system support in a regulated telecom environment.
Skills: qa, analytics, compliance
- Worked with D-Link to prototype, test, and launch a GSM hotspot product.
Skills: iot, hotspot, product_development
- Implemented POS activation services with InComm for Wal-Mart.
Skills: pos, incomm, retail
- Maintained and integrated OSS/BSS systems supporting provisioning, billing, and customer lifecycle operations across all telecom brands.
Skills: oss, bss, provisioning, billing, telecom

Director of Information Technology — TAG Mobile

Carrollton, TX | 11/2004 – 10/2012

Oversaw IT systems, development, and OSS/BSS transitions for a startup MVNO, integrating telecom services and infrastructure while managing cross-regional teams.

- Managed development team in Bangalore and local staff including IT helpdesk, analyst, and PM roles.
Skills: management, offshore, team_leadership
- Developed .NET 4.5 multi-threaded service for report automation, phone provisioning, and PDF generation for LifeLine applications.
Skills: .net, c#, automation, pdf, excel
- Built WPF touchscreen kiosk app with card swipe payment and signature capture.
Skills: wpf, kiosk, payments
- Developed .NET MVC-based dealer portal for real-time GSM and CDMA provisioning with payments.
Skills: .net, mvc, gsm, cdma, provisioning
- Created .NET WCF layer aggregating data across MSSQL and Oracle databases.
Skills: wcf, sql_server, oracle, data_integration
- Built Java middleware to integrate .NET apps with Oracle BRM C module layer.
Skills: java, .net, oracle_brm, middleware
- Created SQL reports focused on financial performance, P&L, and forecasting.
Skills: sql, reporting, forecasting, pnl
- Maintained and upgraded corporate and consumer websites and VOIP-enabled mobile apps (iOS and Android).
Skills: ios, android, voip, mobile
- Worked in development across .NET (C#/VB), Java, C/C++ in mixed Linux/Oracle and Windows/IIS environments.
Skills: c#, vb.net, java, c++, linux, oracle, windows, iis
- Led compliance efforts and rewrote policies for PCI and CPNI alignment.
Skills: pci, cpni, compliance, policy
- Provided business performance analytics and roadmap planning for product and operations.
Skills: analytics, roadmap, strategy
- Migrated and consolidated datacenters into HQ, reprogramming switches, routers, firewalls, and VOIP VLANs.
Skills: networking, voip, datacenter_migration, firewall
- Managed VPNs, security configurations, and Cisco switch/router infrastructure.
Skills: vpn, cisco, network_security
- Managed corporate VMware ESX/VM environment and enterprise systems (Exchange, MAS 500, SharePoint, etc.).
Skills: vmware, esx, exchange, sage_mas500, sharepoint
- Built infrastructure for onboarding, activation, and data pipelines for thousands of endpoints.
Skills: infrastructure, activation, data_pipelines
- Transitioned from SaaS BSS/OSS to cloud-based implementation of Oracle Revenue Management System.
Skills: oss, bss, saas, oracle_brm, cloud

Senior Developer / Senior Product Development Manager — RealPage, Inc.

Carrollton, TX | 11/2004 – 10/2012

Led development and technical strategy for a multi-tenant SaaS platform in property management, spanning CRM, telephony, BI reporting, and high-scale infrastructure.

- Directed development of Avaya-based contact center platform including IVRs, softphone interface, agent UI, call routing engine, and reporting.
Skills: avaya, c#, silverlight, mvc, ivr, contact_center, softphone
- Managed over 12,000 customer web portals and associated systems for payments, leasing, marketing, and resident services.
Skills: saas, web_portals, payments, leasing, crm
- Architected scalable CMS platform supporting thousands of branded customer websites.
Skills: cms, iis, scalability
- Built multi-tenant CRM with classic ASP, VB.NET, and .NET backend, serving 60,000+ clients.
Skills: crm, asp, vb.net, .net, multi_tenant

- Developed mass email campaign module integrated into CRM with dynamic segmentation and scheduling.
Skills: email_marketing, crm, campaigns
- Created APIs and .NET web services to expose CRM functionality for third-party integrations.
Skills: api, web_services, wcf, soad
- Built lead management desktop app with push notification integration and activity tracking.
Skills: lead_management, wpf, wcf, notifications
- Built touchscreen POS/leasing kiosk app using .NET 3.5, WPF, and web services.
Skills: pos, wpf, kiosk
- Developed IVRs using Avaya IR, Voice Portal, and Experience Portal with dynamic VXML.
Skills: ivr, vxml, java, sql
- Designed and migrated reports from proprietary system to SSRS, including HTML, Crystal, and Silverlight formats.
Skills: ssrs, html, crystal_reports, silverlight
- Performed data modeling and BI work using SSAS and Cognos, including MDX and DMX queries.
Skills: ssas, cognos, mdx, dmx, bi
- Wrote and optimized SQL stored procedures, triggers, functions, and indexes for performance.
Skills: sql_server, sql, performance_tuning
- Developed ETL and SSIS packages for data warehouse migration and transformation.
Skills: etl, ssis, data_migration
- Managed team staffing, goal setting, mentorship, and budget accountability.
Skills: team_management, budgeting, mentorship
- Introduced CI/CD practices and real-time monitoring across contact center applications.
Skills: ci_cd, monitoring

Education

- Collin College
- University of Texas at Arlington

Projects & Leadership Highlights

- **E-Commerce Cloud Migration:** Directed full AWS migration of high-volume e-commerce platform, improving uptime and reducing operational costs.
- **PCI Compliance Automation:** Designed and implemented automated PCI-DSS compliance checks, cutting audit prep time by 50%.
- **Multi-Platform CI/CD:** Established unified CI/CD pipelines supporting multiple applications and environments, increasing deployment frequency from quarterly to weekly.