

**Technology Executive | AI-Driven Leadership | Global Team Leadership | SaaS & Cloud Legacy Transformation**

An Executive Leader with over two decades of experience, consistently driving scalable growth for SaaS platforms and managing global engineering teams. A strategic C-suite partner, focused on bridging business strategy with execution. Track record includes accelerating product delivery, leading AI-driven software initiatives, orchestrating platform modernization and tech debt reduction, transforming critical cloud infrastructure, and cultivating high-performance, results-oriented cultures.

**Professional Experience**

**Senior Director of Software Engineering, GlobalMed**, Scottsdale, AZ (remote) **06/2024 - 02/2025**

*Leading telehealth technology provider, powering the VA and White House Medical Unit.*

- Directed globally distributed teams and managed partner agreements to ensure timely, cost-effective delivery of telehealth products. Direct Reports: 4 Senior Managers overseeing 30 total staff.
- Rebuilt core SaaS & wellness platforms on .NET 8, which eliminated 65% of technical debt & improved both maintainability and Developer Experience (DevEx). 25% Increased deployments, created faster feedback loops.
- Streamlined end-to-end AI product strategy, build/buy/partner analysis & launch of responsible AI features (triage, symptom analysis, and ambient listening) for critical care workflows.
- Collaboration with sales/marketing for technical pre-sales, customer presentations, and defining technical roadmaps that support GTM initiatives.
- Championed ethical, practical and responsible use of AI within engineering, implementing tools for code generation and internal optimization, improving developer and QA productivity.
- Partnered with the vCISO to address 95% of critical vulnerabilities across endpoints and cloud environments, ensuring compliance with HIPAA, SOC 2, ISO 27001, and secure HL7/FHIR data exchange.
- Built a hybrid-Agile framework that improved release predictability, accelerated time-to-market by 25%, and 20% reduction cost of rework.
- Created a mentorship program to overhaul the onboarding process, elevating team skills and 30% DORA.

**Senior Director of Software Engineering, Successware**, Columbia, MD (remote) **03/2021 - 06/2024**

*B2B home services platform providing everything the backoffice of a home services company needs.*

- Replatforming a legacy system into a AWS-native solution. Direct Reports: 25+ Senior Managers/Directors overseeing 175+ total staff.
- Devised and executed global talent acquisition strategies, scaling engineering teams by 80% in 9 months while cultivating a high-engagement culture that significantly improved retention.
- Pioneered Developer Experience with CI/CD pipelines, establishing a trusted build system and reducing code-to-release cycle time by 40%.
- Presented technology vision to PE advisors and C-suite for a critical mobile app, justifying React Native adoption and securing offshore development, delivering on schedule and within budget.
- Proactively challenged offshore partners to leverage generative AI for repetitive tasks, including DevOps automation, performance testing script generation, user creation, and rapid MVP development.
- Sub-second responses for 10k users, 99.95% SLA by optimizing service orchestration and application routing.
- Decrease QA manual testing 30% using AI automation and 45% non-production release validation regression.
- Expanded revenue streams through strategic FinTech integrations, leveraging GraphQL and AI-enabled APIs for rapid merchant onboarding.
- Unified mobile, data, and backend teams to streamline development and strengthen feature interoperability.
- Introduced observability tooling using Datadog & Splunk, resulting in 30% reduction in MTTR.

**Head of Java Software Engineering, Ruffalo Noel Levitz**, Cedar Rapids, IA (remote) **01/2019 - 03/2021**

*HigherEd fundraising SaaS provider powering engagement and donor outreach solutions.*

- Led global distributed Java teams to enhance a mission-critical fundraising platform, improving delivery speed and system throughput by 25% and Velocity by 30%. Direct reports: 5 senior managers overseeing 25+ total.
- Drove outcome-focused roadmaps, prioritizing backlogs by strategy and customer needs.
- Reduced incident frequency by 40% through better release confidence, observability, and environment parity.
- Upgraded platform backend Java and front end Bootstrap, adding responsiveness, browser support, and cutting UI support tickets by 85%. Reduced the defect escape rate by 40%, improving confidence in releases.
- Rollout of a modern WebRTC communication infrastructure, reducing costs by 30%.
- Integrated payment, messaging, and video services to expand platform capabilities and user reach.

**Head of Software Engineering, Debt Pay Pro**, Schaumburg, IL (hybrid)      **01/2018 - 01/2019**

*Bootstrapped FinTech startup providing debt settlement and financial services software.*

- Joined as employee #38, leading the development and delivery of innovative software solutions that drove company growth. Direct reports: 10+ engineering staff.
- Led an AWS complex data center migration to EC2 and MariaDB with 30+ vendor integrations, merchant accounts, payment gateways, and finance companies. Seamless transition with no business disruption.
- Unified cross-functional teams across technical support, product, implementation, and sales, driving alignment around product-focused goals and fostering collaboration.
- Accelerated time to market increasing velocity and throughput, cutting pull request merge times by 90%.

**Head of Accelerated Solutions Group (R&D), Follett School Solutions**, Mchenry, IL (hybrid)      **06/2012 - 01/2018**

*Education technology leader providing innovative solutions for K-12 schools and libraries.*

- Founded an internal R&D startup, accelerating innovation and aligning key business strategies. Partnered with product teams and customers to rapidly develop and release solutions, enhancing agility and improving product delivery. Direct Reports: 10+ Managers/UX/QA/Team Leads, overseeing 25+ staff.
- Led proof-of-concept solutions with product and design teams creating market differentiating products.
- Leveraged modern technologies to build scalable, high-performance MVP solutions.
- Agile execution, mastering XP, Scrum, Kanban, Lean, SAFe, Scrumban, and successfully implemented CI/CD.

**Senior Software Engineering Manager, Follett Learning**, Mchenry, IL (hybrid)      **04/2006 - 06/2012**

- Mentored and managed team of 25+ senior developers, providing technical direction for 6 independent SaaS.
- Increased team by 38%. Established annual goals and KPIs to drive alignment and success across platforms.
- Led multiple company acquisitions and their seamless integration, from strategy development to execution.
- Mentored newly onboarded teams and established development policies across companies.

## Education

Columbia College Chicago - Bachelor of Science, Computer Science

Mchenry County College - Associate of Science, Computer Science