

DIRECTOR OF ENGINEERING

Experience

Director of Engineering , 04/2018 to 05/2018

Company Name " City , State

- Calero is a leading provider of Communications Lifecycle Management (CLM) solutions designed to turn communication data into actionable insight by simplifying the management of voice, mobile, and other communications services and assets
- In control of two new product development teams and one legacy team working driving future growth
- Started the Atlanta Engineering office hiring 12 junior engineers and enabling them to be productive and working on roadmap items in less than 9 months
- Built new a new platform enabling the existing marquee software product to be multi-tenant and cloud-enabled
- Powering one-click upgrades / migrations, seamless movement across nodes, and unified performance monitoring
- 60% of all implementations are now deployed on this platform
- Created a new product segment for mobility including new mobile-first UI design, e-bonding, self-service responsive portal, unbilled usage tracking, and workflow-enabled device ordering

Sr. Director Software Development , 04/2016 to 04/2018

Company Name " City , State

- CLA is an alternative consumer lending providing consumer loans and various financial products
- Lead three different development teams focused on different areas of business: consumer lending, merchants, and medical insurance
- Responsible for business analysts, quality assurance, database administration, product management, and software development
- Moved team to agile scum process: stories, cards, standups, timebox releases, developer estimation, unit testing, release automation
- Increased quality and decreased time between releases
- Implemented a new single ticketing system across the company
- Created a new application with responsive UI for mobile and tablets for healthcare

VP of Engineering and Operations , 08/2013 to 04/2016

Company Name " City , State

- www.pictureu.com PictureU is an innovator in the use of imaging and data capture technologies for experiential marketing and photo concessions
- Was responsible for all technology and operations in the organization
- Drove team in delivering innovative, quality applications and solutions that meet client requirements, industry standards, and company goals
- Built 4 new products from scratch including a 16-camera computer-controlled array and car detecting computer vision
- Product manager for new products gathering requirements, defining scope, schedule, wireframing, and story distillation
- Hired staff in-house moving all development in-house saving \$30K in 4 months
- Key member in sales: instrumental in the largest deal in 5 years, 30% under plan, ending 18% over plan by year-end by allowing product customizations, 3 former customers returned
- Responsible for customer / technical support, training, shipping, receiving, inventory, QA, software development, and procurement
- Kept customer satisfaction ratings in the high 90 percent

CTO , 02/2012 to 08/2013

Company Name " City , State

- www.ticketalternative.com Ticket Alternative provides a wide range of ticketing and box office solutions
- TA also prints millions of tickets and sells millions of event wristbands for independent distribution throughout the U.S
- And the U.K
- Accountable for all technology: hosting, vendors, development team, architecture, and information technology
- Built new e-commerce platform on Ruby and Rails utilizing Spree
- Hired technology team from scratch
- Developed event ticketing & box office system in three months which increased online sales by 45% and total sales by 65%
- Designed multi-tenant DIY ticketing and deal platform

Co-Founder and COO , 01/2011 to 02/2012

Company Name " City , State

- www.triplingo.com Mobile and web software company that upgrades trips for business and leisure travelers by making it easy and fun to learn the local language and culture by providing customized content on your smartphone and the web
- Managed all operations, participated in all partnerships and sales, raised funding, controlled burn, and provided technical guidance
- Launched initial product in 90 days and generated revenue in 14 weeks from the founding
- Drove over 45,000 downloads in App Store from launch
- Built 14 mobile applications, starting on iOS migrated to Nook and Android, all in 9 months from founding
- Created an award-winning product that was featured on the Apple App Store an amazing 6 times

VP of Engineering , 01/2009 to 12/2010

Company Name " City , State

- www.deposco.com Offered on-demand software solutions that reduced cost and complexity while streamlining the company's supply chain and improving service levels, working in diverse industries like banking, Internet retailing, and hospitality
- Administered all technology development, hosting, and implementations for existing and new customers
- Improved product quality, increasing uptime to "three nines" and reducing support calls to 10% of the previous volume
- Launched version 2; major features: architectural improvements, rock-solid stability, and improving scalability to support the rapid 300% growth
- Migrated development and QA from primarily outsourced team to a total onshore team reducing total costs by boosting productivity

VP Solutions Sales , 09/2006 to 12/2008

Company Name " City , State

- SVG is the leader in Service Lifecycle Management products and solutions
- Initially, directed technical pre-sales leading 10 consultants in presenting, demos, and marketing to Fortune 1000 customers
- Leading product marketing, accountable for worldwide marketing across all products defining strategy in sales, pricing, market, and messaging
- Key contributor in sourcing and closing the largest deal in the history of the company
- Created a complete business plan for moving core product to a SaaS offering
- Supported marketing and sales worldwide in both EMEA and APAC as well as managing analyst relationships
- Designed new comp plans and quotas for pre-sales and account executives CTO
- Commerce Science
- Apr 2004 - Sep 2006
- www.commercescience.com SaaS e-commerce provider focused on multi-store many-to-many retail providers
- Focused on product development along with product and program management for the company, creating plans and strategies to achieve new products and objectives
- Directed selections and negotiated contracts for tools, utilities, and OEM products for vendor/reseller management, web services, inventory, and order management
- Led product management focused on customization specifications, new product requirements, and market planning
- Supervised a hybrid team of onshore and offshore development

Independent Consultant , 01/2003 to 04/2004

Company Name " City , State

- Provided high-level technical consulting on multiple long-term projects
- Performed web services design and data migration for a major credit card company by utilizing .Net technology for their hospitality customers
- Selected by the Distributed Computing Industry Association to perform Data Rights Management, encryption, and security evaluations
- Designed a technology DRM media wrapper to trigger B2C e-commerce cart and order
- Created and sold technology aggregating in real-time 15 popular job service boards

CTO & Founder , 10/1999 to 11/2002

Company Name " City , State

- www.mediaocean.com Created the first electronic television and radio sales management system with full integration to multiple systems and all stakeholders
- Developed objectives, policies, budgets, and operating plans for the development, quality, production operations, and IT departments and directed their interpretation, implementation, and achievement
- Grew the organization from 2 to 94 in two years, raised \$14.7MM of venture capital, PriceWaterhouseCoopers' Georgia's Top 25 Venture Capital Deals of 1999 and 2001
- The MO system completed the first fully electronic end-to-end transaction in the industry
- Negotiated \$30MM merger of Donovan Data Systems' independent rep business

Work History

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Engineering Manager , 01/1999

Company Name

Consultant , 01/1998

Company Name

Product Manager , 01/1997

Company Name

Systems Engineer , 01/1996

Company Name

Technical Team Lead , 01/1995

Company Name

Manager , 01/1992

Company Name

Systems Operator , 01/1990

Company Name

Accomplishments

- HONORS Chairman's Club.
- Xcellenet.
- 1997 ATDC Graduate.
- MediaOcean.
- 2002 Winner MSMOT Business Plan Competition.
- Georgia Tech.
- 2006 Winner Startup Weekend.
- TripLingo.
- 2012 Winner Startup Riot.
- TripLingo.
- 2012 STUDIES Coursera / John's Hopkins Data Science Data Scientist's Toolbox.
- March 2015.
- Distinction R Programming.
- May 2015.
- Distinction Getting and Cleaning Data.
- May 2015.
- Distinction Exploratory Data Analysis.
- August 2015.
- Distinction.

Education

Master of Science : Management of Technology , 2006

Georgia Institute of Technology - City

Bachelor of Science : Computer Science , 1992

Rutgers University - City

Summary

Recognized innovator who drives change by engineering new processes and technologies, resulting in streamlined operations and company growth
Demonstrated expertise in all aspects of product management and software development, from conception through implementation Skilled leader supervising in-house and offshore teams as small as 3 and as large as 78 Strong background in implementing solutions that meet the needs of rapidly expanding operations Excellent communication, presentation, public speaking, and motivational skills Broad experience in marketing, operations, finance, quality, IT, and sourcing Proficiency in entrepreneurial, business unit, and large corporate environments SKILLS Infrastructure Design Strategic Planning Vendor Selection/RFPs Product/Project Mgt Agile Teams Design & Architecture Change Management Presentations Mergers & Acquisitions Process Improvement Budgets and P&L International Experience

Highlights

- Agile,
- Presenting
- Pricing
- Procurement
- Product development
- Budgets
- Product management
- Product marketing
- Program management
- Quality assurance
- Sales
- E-commerce
- Strategy
- Supply chain
- Venture capital
- Project Scheduling
- Team Structure Management
- Client relationship management
- Project Planning Oversight

Skills

• Net, photo, agile, analyst, Apple, automation, banking, budgets, business plan, closing, com, consulting, content, contracts, credit, encryption, client, customer satisfaction, data migration, database administration, driving, e-commerce, features, financial, hiring, imaging, information technology, insurance, interpretation, inventory, managing, market planning, marketing, market, marketing and sales, messaging, office, new product development, developer, order management, camera, policies, presenting, pricing, procurement, product development, Product manager, product management, product marketing, program management, quality, quality assurance, QA, radio, real-time, receiving, retail, sales, sales management, shipping, software development, stories, strategy, supply chain, technical support, television, upgrades, UI design, utilities, venture capital, vision, workflow, year-end