

Johnny Director

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Engineering Director

A results-driven technologist with extensive experience managing cross-geo teams of 30+ engineers in fast paced environments. Critical partner in architectural discussions with the ability to translate user needs into secure, compliant, cost effective solutions that exhibit both durability and scalability. Innovator of next-generation solutions, systems and applications which act as force multipliers for others in the organization.

- Leads requirements gathering, design and code reviews and recognized as the go to subject matter expert for products.
- Effective cross-functional leader on all aspects of business to engineering topics.
- Provides organizational leadership and mentors junior engineers.
- Ability to rapidly assess and resolve site issues in an industry compliant manner.
- Key driver of new system/concept design and implementation, including the coordination of cross-geo and cross-specialty teams.
- Adept at interviewing and onboarding high quality personnel.

AREAS OF EXPERTISE

- Executive Leadership and Communications
- M&A and Change Management
- Vendor Management
- Process Re-Engineering
- Team Building and Development
- Business Continuity
- Technology Strategy and Integration
- Agile Project Management
- Startups

PROFESSIONAL EXPERIENCE

Job 1, City, St

April 2018 – April 2020

Director, Software Engineering

Reporting to the VP of Operations, directs and oversees all engineering and responsible for outlining the company's technological vision, implementing technology strategies, and ensuring that the technological resources are aligned with the company's business needs. Managed 12 cross geo direct reports responsible for 17 products and coordinated a cross-functional services team comprised of resources from 3 partner companies to build shared tools.

Notable Achievements:

- Successfully designed and implemented a mission critical project in the first month of employment to stabilize a point of sale system that was deprecated by the vendor without warning, allowing for operations to continue without needing to change existing SOPs.
- Implemented process and procedure that resulted in a 40% increase in engineer performance while providing better insight into workflows for business stakeholders.

- Spearheaded a yearlong full infrastructure migration initiative involving 4 companies, 6 integrated vendors, and over 100 involved resources to move all existing infrastructure across all 4 companies to a new point of sale system and underlying data structure.
- Implemented industry standard ticket tracking system and a QA process and hired QA staff to provide stability to product releases through proper controlled testing methodologies, dramatically reducing the number of test escapes and failed deployments while increasing deployment frequency from biweekly to weekly.
- Re-engineered processes and SOPs in logistical operations reducing average order fulfillment time to 2 hours, down from 2 days for digital inventory owned by third parties.
- Lead security and business continuity initiatives to:
 - Migrate critical systems to a provide additional security.
 - Use access control measures to reduce shared/common passwords and domain accounts.
 - Implement a more complete backup and restore strategy for both databases and critical VMs.
 - Hire additional engineers to provide backup to critical roles.

Job 2, City, St

January 2007 – April 2018

MTS 1, Software Engineering, Job 2 (2014 – 2018)**Software Engineer 3, Job 2 (2011 – 2014)****Software Engineer 2, Job 2 (2008 – 2011)****Software Engineer 1, Job 3 (2007 – 2008, Acquired by Job 2)**

Owns and is accountable for architecture, design, and development of entire <Product Name> distributed point of sale system and product line as well as well associated sub-systems. Visible across all major engineering organizations within the company and is a key contributor in director-level discussions on product changes. Management of local and remote teams totaling 30 resources.

Notable Achievements:

- Proven leadership and ruthless prioritization skills which resulted in team delivering on time code while maintaining “zero” out of service level defects 2 years in a row (2016, 2017).
- Designed and led engineers in implementing an integration system responsible for syncing 30% of site inventory and coordinating 10% of site sales in real time across over 100 distributed systems and a hosted ecommerce site. This system managed an average of \$3.74 MM in inventory daily, and \$1.1 MM in orders daily while saving \$8 MM a year (over \$100 MM to date) in customer contacts due to reduced transaction error rate, reduced customer contacts, and increased visibility into inventory status.
- Leadership of engineering organization during and after an acquisition of a small company (job 3) by a larger corporation (job 4) by driving due diligence meetings and providing reports on technical debt, state of the product, architectural overviews, and project roadmaps.
- Designed and implemented a data synchronization and sales engine responsible for two-way traffic between <job 3> and a primary partner. This system would retrieve inventory, post it to <job 3>, synchronize the data, validate availability on purchase and complete the purchase between the two systems. This product provided a \$3.6 million lift in GMS in the first year and accounts for over 10% of GMS for the UK book of business.
- Took ownership of a migration initiative to move customers to a newly acquired point of sale that was failing due to an over 30% failure rate in data accuracy upon migration. Through analysis and redesign, these tools were revamped resulting in error rates falling below 1%, well within the target SLA of 5%. Furthermore, migration tool performance was increased by over 500%.

- Designed and implemented an abstracted shipping system that allows distributed clients to ship via any implemented shipping provider while utilizing their own personal shipping accounts or a <job 3> shipping account benefiting from <job 3>'2 discount.
- Researched, designed, and implemented PCI standards across all products and subsystems of <job 3>'s Point-of-Sale organization and guided the engineering organization through PCI-DSS and PA-DSS QSA audits to ensure customer's distributed systems are within compliance.
- Re-Designed and deployed production systems on two separate occasions to two new data centers resulting in increased uptime, site stability, and site performance.

Supplementary Roles:

- Lead Engineer, Architect, Release Engineer.
- SWAT (Tasked with immediate response and resolution of production outages).
- NOC (network operations center).
- REG (Release Engineering).
- Functioned as tier 3 customer support, as well as Sales and Development representative at business conferences.

Job 4

2006

Software Developer

Engineering of the <product name> point of sale system.

- Ensured development and QA of the <product name> point of sale system.
- Development of supporting data schema and DAO objects within the code.
- Designed and implemented domain objects and business model.

CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT

- MCAD (Microsoft Certified Applications Developer)
- Java Fundamentals for C# Developers (Develop Intelligence LLC)
- Spring Development Boot Camp (Develop Intelligence LLC)
- Agile Training (GS Solutions Group)