
OBJECTIVE

To lead a team-oriented, remote, agile software development organization while remaining hands-on and utilizing my expertise in API development, DevOps, and cloud infrastructure solutions with a strong desire for regular customer interaction.

SKILLS

Programming

- Ruby, Ruby on Rails, Sinatra, Minitest, RSpec, Shell, Python, Swift, Elixir, various other languages and frameworks.

DevOps

- AWS – (including, but not limited to) EC2, ECS, S3, RDS, IAM, Route 53, CloudWatch, CloudFront, EKS, ElastiCache.
- Load Balancers, DHCP, DNS, Networking, VLAN, Router/Switch Configuration, Firewall Configuration.

Supplementary

- Experience with iOS and Android development, Slack API development, open source web and mail servers.

EXPERIENCE

Chief Technology Officer

Chicago, IL / Los Angeles, CA

CloudSight, Inc.

May 2017 – present

- Fully responsible for Development and Data Science consisting of more than 15 developers and data scientists.
- Head of development and maintenance for CloudSight's AWS environment and colocation hardware.
- Implemented configuration changes to CloudSight's AWS environment, resulting in additional reduction in usage as well as reducing AWS costs by more than 75%.
- Managed product development for CloudSight's mobile applications, CamFind and TapTapSee.
- Assisted in customer support and interaction on social media and mobile application platforms.

Senior Infrastructure Engineer

Chicago, IL / Los Angeles, CA

CloudSight, Inc.

July 2016 – May 2017

- Lead Software Developer for internal and external applications.
- Led all maintenance of the CloudSight AWS environment and colocation hardware.
- Led development of new APIs and microservices, including documentation, automated test coverage, and customer training for usage.
- Implemented procedures and infrastructure changes, reducing AWS usage by more than 50% and emergency alarms by more than 95%.

Web Developer

Chicago, IL

HS2 Solutions, Inc.

September 2013 – July 2016

- Lead Ruby on Rails developer for various clients.
- Redesigned all customer communication notifications while working directly with multiple client representatives.
- Mentored a client developer in Ruby on Rails, including best practices and coding styles.
- Assisted in implementing AWS configuration changes, reducing AWS costs by more than 30%.

Head of Product Development

Chicago, IL

Golden Reviews, LLC.

April 2013 – September 2013

- Ownership of development, infrastructure, and operations for goldenreviews.com.
- Transitioned infrastructure from Heroku to AWS, resulting in a cost savings of more than 30%.
- Assisted regularly in onboarding customers on the goldenreviews.com platform.
- Primary point of contact for customer support on a 24/7 basis.

Lead Software Developer

Naperville, IL

The TriZetto Group, Inc.

September 2012 – April 2013

- Led a team of software developers, product owners, and quality assurance engineers working on various applications.
- Presented team-wide updates to the entire division regarding team progress, enhancements, and bug fixes.

Engineering Manager
Groupon, Inc.

Chicago, IL
September 2010 – September 2012

- Led a rotating team of web engineers providing application support and development of new internal features.
- Assisted in the creation of a “customer support triage” team, reducing trouble ticket volume by more than 90% and off-hours emergencies by more than 75%.
- Responsible for internal application support for the Groupon Customer Service team, including regular interaction with Groupon CSRs.
- Implemented and directly responsible for 24x7x365 support forgroupon.com and related services, including after-hours interaction with executives, sales, marketing, editorial, and customer support staff members.
- Regular communication end-users regarding their experience ongroupon.com, including assisting in helping make and complete purchases using the platform.

Manager, Interactive Operations
Tribune Technology, Tribune Company

Chicago, IL
April 2009 – September 2010

- Led a team of 10 web developers providing Tribune-operated online media front-end support.
- Primary point of contact for over 10 national newspapers and over 100 broadcasting affiliates, including regular communication with executives at each online media outlet to resolve technical issues.
- Responsible for 24x7x365 support for all Tribune-operated online media, including after-hours interaction with executives, sales, marketing, editorial, and customer support staff members.
- Hired and trained new employees on the custom platform which runs Tribune-operated online media.

Technical Producer / Team Lead, Interactive Operations
Tribune Technology, Tribune Company

Chicago, IL
August 2007 – April 2009

- Front-end web developer for all Tribune-operated online media.
- Primary point of contact for Tribune-operated newspapers in the state of New York, including regular communication with online editors and local producers for Newsday and amNY.
- Lead developer for the Tribune Company’s first mobile-friendly website, featuring chicagotribune.com on iOS.

Business Technology Analyst
Deloitte Consulting LLP, Deloitte & Touche

Chicago, IL
July 2006 – August 2007

- Managed a team of developers implementing a Java/JSP application for the State of Wisconsin benefits system.
- Implemented the complete redesign of client notifications using Document Science xPression Suite, including presenting sample redesigned notifications to a steering committee of officials and the Lieutenant Governor for the State of Wisconsin.
- Led communications for local office projects and events including campus recruiting and interviewing.

EDUCATION

Indiana University
College of Arts and Sciences

Bloomington, IN

- Bachelor of Science with Distinction and Honors in Computer Science, minor in Mathematics.
- Team Lead for the Residential University I.T. Services, involving daily interaction with students.

ACTIVITIES & ACCOMPLISHMENTS

- Amateur Radio Operator and Volunteer Examiner, Extra Class. – Licensed May 2006.
- Head of Technology, Grace United Methodist Church. October 2015 – present.
- Co-Leader, Portico Collective, Grace United Methodist Church. August 2018 – present.
- Lisle, IL Baseball-Softball Coach. May, 2018 – present.