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**Executive Technology Leader Driving Scalable Growth with Product-Led SaaS**

Executive technology leader with 20+ years of experience scaling SaaS platforms and leading global engineering teams in regulated industries. A trusted C-suite partner who translates business strategy into execution, accelerating product delivery, transforming infrastructure, and building high-performance cultures.

# Professional Experience

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

*GlobalMed is a leading telehealth technology provider, powering the US Defense Health Agency, VA, and White House Medical Unit.*

* Directed globally distributed teams and managed partner agreements to ensure timely, cost-effective delivery of telehealth products. Team size: 30+ engineering staff | Reports: 4 Senior Managers
* Drove the rebuild of core SaaS & wellness platforms on .NET 8, which eliminated 65% of technical debt to significantly improve both maintainability and Developer Experience (DevEx).
* Directed end-to-end AI product strategy, from build/buy/partner analysis to the launch of responsible AI features (including triage, symptom analysis, and ambient listening) that streamlined critical care workflows.
* Championed the practical and responsible use of AI within engineering, implementing tools for code generation and internal optimization that improved developer productivity while ensuring ethical standards.
* 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.
* Architected and implemented a hybrid-Agile framework that improved release predictability, accelerated time-to-market by 25%, and reduced product rework by 20%.
* Engineered a structured mentorship program and overhauled the new-hire onboarding process, elevating team skill sets and increasing development throughput by 30%.

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

*Successware is a fully integrated B2B home services platform providing accounting, scheduling, invoicing, inventory management, and a smart mobile technician app.*

* Scaled global engineering by 80% while leading a full-stack replatforming of a legacy desktop system into a modular AWS-native solution. Team size: 175+ engineering staff | Reports: 25+ Senior Managers/Directors
* Transformed Developer Experience by pioneering the first CI/CD pipeline, establishing a trusted build system and dramatically reducing code-to-release cycle time.
* Achieved sub-second response times for 10,000+ users and delivered 99.95% uptime by optimizing service orchestration and application routing.
* Decreased QA effort by 30% through AI-based automation and reduced non-production regressions by 45% with improved release validation.
* Orchestrated fintech integrations using GraphQL and OpenAI-enabled APIs, enabling seamless merchant onboarding.
* Unified mobile, data, and backend teams to streamline development pipelines and strengthen feature interoperability.
* Introduced observability tooling, resulting in quicker diagnostics and performance tuning across core services.

### 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 distributed Java teams to enhance a mission-critical fundraising platform, improving delivery speed and system throughput by 25%. Team size/direct reports: 25+ engineering staff
* Built an outcome-focused roadmap culture, aligning backlog priorities with strategic goals and customer needs.
* Reduced incident frequency by 40% through better release confidence, observability, and environment parity.
* Modernized the platform stack (Java 11, WildFly 20, Bootstrap UI), improving responsiveness and browser support while reducing UI support requests by 85%.
* Lowered communication infrastructure costs by 30% with the rollout of a modern, browser-based WebRTC calling system.
* Integrated payment, messaging, and personalized 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. Team size/direct reports: 10+ engineering staff
* Led a complex data center migration to AWS, transitioning to EC2 and MariaDB while managing 30+ vendor integrations, including merchant accounts, payment gateways, phone dialers, and finance companies. Ensured a seamless transition with minimal business disruption.
* Unified cross-functional teams across technical support, product, implementation, and sales, driving alignment around product-focused goals and fostering collaboration.
* Accelerated development cycles, cutting pull request merge times by 90%, improving developer productivity, and reducing time to market.

### 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 and led an internal R&D startup, accelerating innovation and aligning with key business strategies. Partnered with product teams and customers to rapidly develop and release solutions, enhancing agility and improving product delivery. Team size: 23+ engineering staff | Reports: 20+ Managers/Team Leads
* Led the development of proof-of-concept solutions, collaborating with product and design teams to create innovative, user-friendly products that drove market differentiation.
* Leveraged modern technologies (GIT, Angular, Node.js/Express, TypeScript, React, MongoDB, Firebase, RESTful APIs, AWS, Azure, GCP) to build scalable, high-performance solutions.
* Optimized agile execution, mastering XP, Scrum, Kanban, Lean, SAFe, Scrumban, and FDD to improve team efficiency and successfully implement CI/CD.

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

* Led a team of 22 senior developers, providing technical direction and strategic oversight for 6 independent SaaS products.
* Scaled the organization, onboarding 65 consultants and 25 full-time associates, increasing consulting staff by 38%. Established annual goals and KPIs to drive alignment and success.
* Managed the acquisition and integration of two technology platforms, developing and executing strategies to optimize systems. Designed efficient Jenkins CI/CD pipelines to streamline joint builds.
* Oversaw full-cycle project management, including scheduling, resource optimization, budget management, and executive reporting. Mentored teams and established development policies to drive high performance.
* Led adoption of modern infrastructure, utilizing Java J2EE, JBoss, Tomcat, MS SQL, MySQL, Ruby on Rails, Perl, Puppet, Ansible, and Docker to enhance system scalability and reliability.

### Principal Software Engineer, Follett Software Company, Mchenry, IL (onsite) 06/1993 - 04/2006

* Served as the lead Java developer and technical expert on a project to rewrite a legacy C++ SaaS system. My responsibilities included designing and implementing key components, mentoring junior developers, and providing training on new technologies.
* Lead the Mobile group creating iOS/Android native applications. Created the restful API, managed versioning, agility, and coordination between outsourced UI/UX firm and delivery of applications.
* Consistently took ownership and identified opportunities to deliver customer value.
* Drove Agile adoption, using Extreme Programming, TDD, BDD. XP Agile Coach across 11 project teams.
* Programming included C/C++, Object Pascal (Delphi), Java, .NET, Ruby on Rails, ColdFusion and Javascript.

# Education

Columbia College Chicago - Bachelor of Science, Computer Science

Mchenry County College - Associate of Science, Computer Science

# Contributions

**Industry Advisor**, Lake County Technology Campus

Advising on curriculum development and strategic initiatives to align technology education with industry needs.

**Principal Technology Advisor**, Car-Dun-Al Training

Providing strategic oversight and guidance for all club technology initiatives.

**Speaker & Sponsor**, Software Craftsmanship McHenry County

Supporting local engineering talent through talks, sponsorship, and community engagement.

**Co-Author & Lead Reviewer**, Responsive Web Design with jQuery

Contributed content and led technical review for a published industry book (ISBN 9781782163602)