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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)