TECHNOLOGY LEADER

Technologist focused on growing businesses by building and managing delivery teams. With Nortridge, doubled team and launched new financial products which increased revenue by \$8M+/yr. With Metagenics, established new software department and launched eCommerce products increasing review by ~\$30M/yr. With Experian (\$1.4B revenue), delivered previously-failed global DevOps projects which reduced software delivery costs by ~\$2.5M/yr. Experienced working with start-ups and large corporations. Managed multi-team projects with 100+ staff and up to \$5M budget.

EXPERIENCE

Nortridge Software, Foothill Ranch, CA

4/2016 - Present

Nortridge software provides customizable loan servicing software for small to medium lenders. Nortridge offers licensed software or hosted SaaS offering. Estimated \$200B loan portfolio is managed by Nortridge Software.

Product Development Manager, Software Engineering

Nortridge Software experienced rapid growth by acquiring new large enterprise clients. While reporting to the CEO, streamlined product development and launched new products/features that increased client acquisition by ~\$8M+/year. *Managed:* 6 Teams and 35+ Direct Reports and Vendor Resources.

Responsibilities

- Own roadmap and development of **Desktop**, **APIs**, and **Web** platforms leveraging internal/external resources.
- Manage and grow technology staff (**Dev/QA/DevOps/BA/PMs**) and external vendors. Interviewing/Hiring/Firing.
- Plan and execute delivery of critical business deliverables for licensed and SaaS clients.

Achievements

- Delivered CORE product features that were critical in acquiring multiple new clients worth ~\$4M each.
- Launched new RESTful web services platform that earned \$2M+ deals with large enterprise clients.
- Converted a cost center to a revenue center by generating consulting revenue \$300k+ in first year.
- Improved QA processes to bring **defect rates to near-ZERO** reducing risk/cost of production bugs.
- Implemented Agile to improve time-to-market by squeezing release schedules from 4-months to 3-weeks.

Technologies: C++, C# (.net), SOL Server, Oracle, Git, Jira, Jenkins, Groovy, Gradle, Windows, AWS (EC2, DynamoDB)

Metagenics, Aliso Viejo, CA

2/2015 - 1/2016

Metagenics is a leading researcher, manufacturer and distributor of medical foods and nutraceuticals.

Annual Revenue: \$400M (Operations in US, Canada, Europe, and Australia)

Director of Software Development and Operations (e-Commerce)

With steady business growth, Metagenics needed to establish an internal software development group to better manage development and maintenance of multiple e-commerce platforms. I set up a new software development group and brought development in-house.

Responsibilities

- Own development and production operations (software and infrastructure) of 4 e-commerce platforms.
- Build and grow a new software development team by hiring technical staff and defining roles/responsibilities.
- Define and enforce software architecture, design, development, QA testing, and release best practices.

Achievements

- Delivered new e-commerce initiatives that grew US business by \$24M in first year.
- Launched Canadian e-Commerce with revenues of \$6M+/year, while maintaining zero disturbance to US business.
- Saved \$10+/month by stabilization and reducing production issues from 8-hours to ZERO downtime/month.
- Setup QA test automation (Robot) and scripted all server configurations (Ansible) to eliminate launch issues.

Technologies: PHP, Java, MySQL, Robot Framework, Oracle, Ansible, Linux

Experian (Consumer Services), Costa Mesa, CA

4/2013 - 2/2015

Experian offers credit, financial and analytics applications to empower personal and business decisions. *Annual Revenue:* \$1.4B / Staff: 400+ / Global Business and Teams

Senior Manager, Build and Release Operations (DevOps)

With rapid business and product growth globally, ECS needed to update and streamline software development processes and tools. With 5-year background in transforming/automating software development environments, I was selected to envision/define key global initiatives, secure leadership buy-in and execute delivery. Worked directly with VP-level leadership.

Managed: 9+ Direct Reports & Matrix Resources (ZERO-attrition). Supported: 200 technology staff across 20 global teams.

Responsibilities

- Managing, mentoring, and motivating team to deliver flawless results on tight and aggressive timelines.
- Partner with Engineering, IT, PMO, and QA to sell and execute DevOps and continuous delivery initiatives.
- Managed a distributed global services group while executing global projects with matrix resources and vendors.

Key Achievements

- Saved ~\$2M/year by delivering global automation initiatives across Infrastructure, Development, QA, and DevOps.
- Developed a sophisticated .NET build and release system (using open source tools) that optimized build and deployment times from 45min to 12min and reduced human-touch points from 5 to ZERO. Savings ~\$500k/yr.
- Convinced software organization to adopt new branching strategy for 12 agile teams in a fast-paced weekly release environment. New strategy streamlined launches & reduced rollback effort from 3 days to 2 hours.

Technologies: C# (.net), SQL Server, Git, Gradle, Jenkins, Linux, Windows

Thales, Irvine, CA 12/2010 – 4/2013

Thales is a leading manufacturer of In-Flight Entertainment systems for major domestic and international airlines. *Managed:* 4+ *Direct Reports. Supported:* 150 technology staff/10 global teams.

DevOps and Software Services Manager

Managed Software Services group that is responsible for providing technical direction (process & tools) to ensure smooth development and delivery of all software projects at Thales leveraging internal and vendor resources.

- Led global organization transformation from legacy C++ to Android/Java development environment.
- Managed source code and branching practices for all global teams (150 developers) of 450 Git repositories.
- Saved over \$1.5M/year by improving software development processes across all departments.

Technologies: C++, Android, Java, Linux, Git, Maven, Jenkins, Linux

PRESENTATIONS AT CONFERENCES AND TRADE SHOWS

Tracking Configurations using Git" presentation – SCALE Linux Expo	2013
How to Move Fast with Git presentation – SoCal Code Camp	2012
JavaOne Conference, San Francisco, CA Presented to an audience of 500+	2009
Emerging Technologies for the Enterprise Conference, Philadelphia, PA	2009

EDUCATION

Master of Applied Science (M. A. Sc.), Operations Research, TUNS, Halifax, Nova Scotia Bachelor of Engineering (B. Eng.), Industrial Engineering, UPM, Dhahran