

## Technology Executive | AI-Driven Leadership | Global Team Leadership | SaaS & Cloud Legacy Transformation

An Executive Leader with over two decades of experience, consistently driving scalable growth for SaaS platforms and managing global engineering teams. A strategic C-suite partner, focused on bridging business strategy with execution. Track record includes accelerating product delivery, leading AI-driven software initiatives, orchestrating platform modernization and tech debt reduction, transforming critical cloud infrastructure, and cultivating high-performance, results-oriented cultures.

### Professional Experience

**Director of Software Engineering, hc1**, Indianapolis, IN (remote) 11/2025 - present

*Leading telehealth technology provider, powering the VA and White House Medical Unit.*

- hc1 is a healthcare analytics platform that takes in massive volumes of clinical and operational data from labs, health systems, and partner networks, then turns that raw data into usable intelligence. Their platform normalizes, cleans, and enriches inbound feeds at scale, pushes that data into a cloud based lake, and powers real time insights, decision support, and patient level analytics across a suite of SaaS applications. The company lives in the intersection of healthcare data engineering, compliance, and precision analytics, where uptime, accuracy, and data quality directly impact outcomes.
- As Director of Engineering, I own the teams and systems that make all of that work. I oversee ingestion pipelines, the data lake environment, core platform services, and several SaaS products that depend on clean, timely, high volume data. My role is to keep the pipelines flowing, the lake healthy, the apps stable, and the engineering organization aligned. That includes modernizing architecture, improving DevEx and CI CD, tightening quality and observability, and embedding AI where it actually drives leverage across ingestion, data transformation, and product workflows. Put simply, hc1 runs on its data, and I run the engineering teams responsible for delivering it with speed, reliability, and precision.

**Senior Director of Software Engineering, GlobalMed**, Scottsdale, AZ (remote) 06/2024 - 10/2025

*Leading telehealth technology provider, powering the VA and White House Medical Unit.*

- Directed globally distributed teams and managed partner agreements to ensure timely, cost-effective delivery of telehealth products. Direct Reports: 4 Senior Managers overseeing 30 total staff.
- Rebuilt core SaaS & wellness platforms on .NET 8, which eliminated 65% of technical debt & improved both maintainability and Developer Experience (DevEx). 25% Increased deployments, created faster feedback loops.
- Streamlined end-to-end AI product strategy, build/buy/partner analysis & launch of responsible AI features (triage, symptom analysis, and ambient listening) for critical care workflows.
- Embedded AI into engineering workflows by using Copilot for pair programming, Claude/Gemini/GPT/Grok for rapid prototyping, and automation tools for QA, boosting developer productivity and release confidence.
- Collaboration with sales/marketing for technical pre-sales, customer presentations, and defining technical roadmaps that support GTM initiatives.
- 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.
- Built a hybrid-Agile framework that improved release predictability, accelerated time-to-market by 25%, and 20% reduction cost of rework.
- Created a mentorship program to overhaul the onboarding process, elevating team skills and 30% DORA.

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

*B2B home services platform providing everything the backoffice of a home services company needs.*

- Replatforming a legacy system into a AWS-native solution. Direct Reports: 25+ Senior Managers/Directors overseeing 175+ total staff.
- Devised and executed global talent acquisition strategies, scaling engineering teams by 80% in 9 months while cultivating a high-engagement culture that significantly improved retention.
- Pioneered Developer Experience with CI/CD pipelines, establishing a trusted build system and reducing code-to-release cycle time by 40%.
- Presented technology vision to PE advisors and C-suite for a critical mobile app, justifying React Native adoption and securing offshore development, delivering on schedule and within budget.
- Proactively challenged offshore partners to leverage generative AI for repetitive tasks, including DevOps automation, performance testing script generation, user creation, and rapid MVP development.
- Sub-second responses for 10k users, 99.995% SLA by optimizing service orchestration and application routing.
- Decrease QA manual testing 30% using AI automation and 45% non-production release validation regression.
- Expanded revenue streams through strategic FinTech integrations, leveraging GraphQL and AI-enabled APIs for rapid merchant onboarding.
- Unified mobile, data, and backend teams to streamline development and strengthen feature interoperability.
- Introduced observability tooling using Datadog & Splunk, resulting in 30% reduction in MTTR.

**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 global distributed Java teams to enhance a mission-critical fundraising platform, improving delivery speed and system throughput by 25% and Velocity by 30%. Direct reports: 5 senior managers overseeing 25+ total.
- Drove outcome-focused roadmaps, prioritizing backlogs by strategy and customer needs.
- Reduced incident frequency by 40% through better release confidence, observability, and environment parity.
- Upgraded platform backend Java and front end Bootstrap, adding responsiveness, browser support, and cutting UI support tickets by 85%. Reduced the defect escape rate by 40%, improving confidence in releases.
- Rollout of a modern WebRTC communication infrastructure, reducing costs by 30%.
- Integrated payment, messaging, and 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. Direct reports: 10+ engineering staff.
- Led an AWS complex data center migration to EC2 and MariaDB with 30+ vendor integrations, merchant accounts, payment gateways, and finance companies. Seamless transition with no business disruption.
- Unified cross-functional teams across technical support, product, implementation, and sales, driving alignment around product-focused goals and fostering collaboration.
- Accelerated time to market increasing velocity and throughput, cutting pull request merge times by 90%.

**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 an internal R&D startup, accelerating innovation and aligning key business strategies. Partnered with product teams and customers to rapidly develop and release solutions, enhancing agility and improving product delivery. Direct Reports: 10+ Managers/UX/QA/Team Leads, overseeing 25+ staff.
- Led proof-of-concept solutions with product and design teams creating market differentiating products.
- Leveraged modern technologies to build scalable, high-performance MVP solutions.
- Agile execution, mastering XP, Scrum, Kanban, Lean, SAgile, Scrumban, and successfully implemented CI/CD.

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

- Mentored and managed team of 25+ senior developers, providing technical direction for 6 independent SaaS.

- Increased team by 38%. Established annual goals and KPIs to drive alignment and success across platforms.
- Led multiple company acquisitions and their seamless integration, from strategy development to execution.
- Mentored newly onboarded teams and established development policies across companies.

## Education

Columbia College Chicago - Bachelor of Science, Computer Science

Mchenry County College - Associate of Science, Computer Science