

Management	“Empathetic, People First Manager” 7 direct reports, team of 12 across North America servicing over a dozen people across product lines and internal orgs
Agile	Berteig Certified Scrum Master Data-driven management processes
Projects	Stripe Migration - ~\$30M in self-service sales to a new platform Deploying new sales models - taking Docker multi-product

Employment

2022-2024 **Sr. Manager, Engineering (Billing)** Docker Inc.

- Built a team of 8 engineers and managed a group including Product Manager, Designer, and Technical Project Manager. Managed performance and career development e.g. promoting from staff to principal engineer, creating leadership opportunities for intermediate to senior promotion
- Leading by example with a straightforward, transparent, and explicit style of communication, I created a high-trust, self-organized, confident team of individuals capable of communicating frankly and directly across all roles and levels - a point of pride - my intermediate engineers were comfortable giving me direct feedback
- Delivered \$130MM+ Stripe billing migration on-time by increasing delivery predictability via data-driven process closely tracking sprint statistics and related data points (PTO, etc.) used to estimate team capacity, plan projects, sprints, and task backlog
- Developed data-driven OKRs to facilitate team growth, improve delivery, quality, and measure goals with internal stakeholders like Customer Success
- Triaged support escalations with team-developed on-call process to handle high volume of Billing requests, interfacing directly with Customer Success team, tracking ticket load, sprint impact, and developing Standard Operating Procedures (SOPs) for Billing functions like subscription changes, invoicing, provisioning, and refunds
- Led implementation of projects like tax compliance, creation of SOPs, and support for inside-sales to service organizational stakeholders like Finance/ Accounting, Data, and Business Operations
- Led Stripe Billing Migration - migrating the entire self-serve billing system, processing ~\$30MM in CC subscriptions and invoices to Stripe, and the inside-sales entitlement processes representing over \$100MM sales-led business. Including online CC payments, invoicing, emails, subscription management, entitlement provisioning, and operating procedures
- Led the integration of 5 product lines, transforming Docker into a multi-product SaaS vendor, including acquisitions that weren't integrated into Billing, and net new products. Worked with product lines to meet their unique needs and hit their targets in go-to-market needs, UI integration, and billing system support

2019-2022 **Manager, Engineering** Connected

- Managing 4-6 reports, maintaining performance profiles and using career path and performance evaluation tools to facilitate career management and development
- Engineering growth activities - interviewing candidates, client proposals and project estimation, management of internal tool development on “bench”

2019-2022 Team Lead, "Project I" Connected

- Leading 7-12 engineers building a web/mobile app in hospitality
- Using React (TypeScript), React Native (Javascript - Android/iOS)
- AWS Amplify backend (Javascript)
- Third party payments and POS integrations, CI/CD
- Plan and scope work tracked in JIRA to collaborate with client, product managers, designs, and engineering

2018-2021 Senior Engineer Connected

- Completed 11 projects for five clients, delivering six complete software products - several internal tools, and one mobile product launch in the U.S. on one of the world's largest social platforms, highlights below
- Project C: Engineering Team Lead for four engineers consulting on product development, coordinating with client (SF Bay Area) and third-party design team (Austin, TX). Full-stack web with emphasis on frontend mobile development (iOS/Android) using internal client tech and Hack lang. Development of new health-outcome focused mobile apps, launched in US
- Projects A-B: Full-stack web building a registration/administration portal for internal/external device test users, including internal low-level log tool

2017-2018 Senior Loyalty Platform & Developer Specialist Points International

- Lead and develop integrations for Points' Loyalty Commerce Platform and loyalty program partners' SOAP and REST APIs
- Developed team procedures and approaches to platform integration
- Technical integration planning and pre-sales with partners and developers
- Gather requirements from loyalty partners and internal stakeholders

2015-2017 Scrum Master Points International

- Managing three scrum teams using agile methodologies and JIRA tools
- Managing scope, capacity, velocity, and project estimates
- Bringing together engineering, product, delivery, and finance

2014-2015 Software Developer Points International

- Built Python REST endpoints for micro-services architecture

2013-2014 Software Developer LightSpeed Retail

- REST API development with Python, PostgreSQL, and PHP
- Systems integration and ETL

2010-2013 Software Developer Magor Communications Corporation

- High Definition Telecollaboration Software in C/C++

2006-2010 Software Developer University of Ottawa

- Solo build on a C# ASP.Net/MSSQL e-commerce platform

Education

2007 University of Ottawa B.Sc. Computer Science, Magna Cum Laude
2016 Berteig Certified Scrum Master