

Get what you expected, on time, every time.

EXECUTIVE PROFILE

Senior technology leader responsible for commercial software and cross-product shared services across two global business lines. I lead a 75-person globally-distributed engineering organization with ownership spanning architecture, security, continuity & reliability, organization design, AI transformation, and multi-year technology strategy. My teams deliver the right thing, the right way, on time and on budget.

CERTAINTY	STABILITY	BREADTH	COMPETENCE
100%	99.95%	\$500M	5
On-time delivery, five consecutive years	Availability, three consecutive years	Revenue enabled — common identity platform	AI systems personally architected, built & shipped

CURRENT ROLE

Senior Director, Engineering

APR 2026 → PRESENT

Insightsoftware · Enterprise SaaS · financial reporting & business tools

Director, Software Engineering, Aug 2021–Mar 2026 · Engineering Manager, Apr–Jul 2021

2 global business lines · 75 people · 8 direct reports · 5 manager / senior-manager leaders · ~\$35M direct ARR · 75%+ of company ARR supported

ENTERPRISE SCOPE	Primary Engineering Leader for two distinct global business lines: Foundational Shared Services & Financial Tools
AI TRANSFORMATION	Authored the organization’s standard Agile engineering process — agents included — and deployed it across four engineering teams. Built the foundations for safe production AI: stronger automated testing, richer product documentation, human and mechanical quality gates, AI-assisted coding and testing, spec-driven development in production, and agent-run delivery on one business line.
TECHNOLOGY STRATEGY	Own technical direction for cross-product architecture, security, reliability, staffing, organization design, build-vs-buy, continuity, technical debt, automation, and multi-year roadmaps.
OPERATING LEVERAGE	Personally designed and built an end-to-end new-product-introduction platform spanning ideation, gated engineering execution, feature tracking, first-adopter rollout, cross-team coordination, and lifecycle program management.
SECURITY & RESILIENCE	Accountable for vulnerability and security-incident remediation, penetration-test findings, DR/BC architecture, regional data residency, and the engineering evidence supporting ISO compliance.
EXECUTIVE PARTNERSHIP	Serve as engineering counterpart to Product VPs and regularly align with the CPO, President, GMs, Engineering VPs, and Customer Success / Professional Services leadership on portfolio strategy, customer commitments, investment priorities, and delivery.

EARLIER LEADERSHIP EXPERIENCE

TKXS – Application Engineering Team Lead

APR 2020 – APR 2021

- Modernized a legacy product using the strangler pattern and C#/.NET Core microservices, eliminating hundreds of development and maintenance hours annually.
- Redesigned the engineering operating model: feature-team interruptions down 90%, infrastructure outage MTTR down 85%, production defects down 50% through CI/CD test automation.

Cisco Systems – Senior Manager, Cloud Platform Operations (contract)

OCT 2018 – APR 2020

- Built and led a follow-the-sun cloud operations team for an internal cloud service: MTTR from 1–2 weeks to under 24 hours, support escalations down 90%, and 100% resource availability sustained across four global regions.

Connecture – Manager, Software Engineering / Sr. Integration Analyst

OCT 2015 – OCT 2018

- Led a distributed global team of eleven supporting project teams representing \$45M in revenue; standardized how DevOps and integrations were engaged, saving ~30 person-hours per week and reducing escalations by 40%.

Harnett Health – BI Developer / Decision Support & Revenue Cycle Analyst

AUG 2013 – NOV 2015

- Spearheaded payer-mix optimization that recaptured \$3M in funding and avoided \$5M in costs over 90 days, working in a position of public trust with PHI under HIPAA.

EARLIER

Raleigh Web Partners · SBTDC · Cyberwoven · IBM · Sony Ericsson

LEADERSHIP & TECHNICAL FOUNDATION

Executive & operating

Multi-product engineering leadership
Organization design & leadership development
Executive stakeholder alignment
Portfolio execution & delivery commitments
Architecture, build-vs-buy, technology selection
Security, reliability, DR/BC, data residency

Technology

AI / LLM engineering & agentic workflows
Spec-driven development
Enterprise SaaS & distributed systems
Identity & access management, data platforms
.NET / C#, Python, REST APIs
Kubernetes, Docker, CI/CD, AWS, Azure, GCP

EDUCATION & CREDENTIALS

M.S., Computer Science

Artificial Intelligence + HCI
2024 — Georgia Institute of Technology

Project Management Professional

PMP #2561807

MBA

Entrepreneurship & Marketing
HiTEC Fellowship
2013 — NC State / Jenkins

B.S., Computer Science

Agile Development, Networking
2009 — North Carolina State University