

ENGINEERING LEADER · PLATFORM RELIABILITY · PARTNER INTEGRATIONS · MULTI-TEAM ORGS

\$3B+ COMMERCE A MONTH	600K+ ORDERS A DAY	15x PEAK TRAFFIC SCALED	30% FASTER PARTNER ONBOARDING
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EXPERTISE

LEADERSHIP

Multi-function org design · Offshore teams and SOW vendor management · Multi-team Agile ceremonies · Hiring and bar setting · Coaching and career development · Performance management · PERM sponsorship · Exec and VP reporting

PLATFORM RELIABILITY

Incident command · On-call and PagerDuty · Blameless postmortems · SLAs · Observability · Peak load readiness

PRODUCT AND DELIVERY

Agile, Scrum and SAFe · Sprint ceremonies and retrospectives · Quarterly planning and estimation · Roadmapping and release planning · Backlog and capacity planning · Feasibility and scoping gates · Cross-functional delivery across product, revenue, and support

AI AND AUTOMATION

Claude and MCP · Custom MCP servers · Agentic PRD to ticket pipelines · Multi-agent orchestration · Human-in-the-loop approval gates · LLM output validation · Generative creative

STACK

BACKEND AND DATA

Go · Python · Node.js · PHP · Postgres · Aurora · MongoDB · BigQuery

FRONTEND AND CONTENT

TypeScript · React · Next.js · React Native · Angular · Tailwind · Headless CMS (Ghost, WordPress)

CLOUD AND INFRASTRUCTURE

AWS (ECS, EC2, RDS/Aurora, S3, SQS, SES, Route 53) · GCP · Terraform · Docker · Kubernetes (deployment target) · GitHub Actions

PROFILE

Engineering leader. Nineteen years in engineering, ten in management. At Button I ran two functions and 13 engineers through leaders as well as ICs, owning the routing, attribution and order pipeline behind \$3B+ a month in commerce at 600K+ orders a day for Amazon, Walmart, Uber and Sam's Club. When the Sr. Director above me left I inherited four functions at once with no transition plan, ran them for a year, then handed three to leads who run them today. Before Button, up to 25 people at Centene. Available immediately.

EXPERIENCE

Senior Engineering Manager, Core Engineering & Solutions Engineering

Button, Inc. · Oct 2021 – Aug 2026 · Remote (NYC)

Two engineering functions and 13 engineers, led through leaders as well as ICs, reporting to the SVP. When the Sr. Director above me left in 2024 I inherited the core platform engineering team, Infrastructure and Marketplace on top of Solutions Engineering, ran all four with no transition plan, then handed three of them to leads who run them today.

RELIABILITY AND HIGH-TRAFFIC EVENTS

- Owned the routing, decisioning, attribution and order pipeline **every partner and dollar flows through**, and the reliability and tech-debt mandate for the systems moving it.
- Led **Amazon Prime Day readiness** year over year: traffic modeling, load testing and Go/No-Go. Took an 80 RPS baseline to a **1,200 RPS peak** with no downtime.
- Cut interrupts on the core platform engineering team** with a Support→Data→Core escalation flow: Zendesk triage, data absorbing impact analysis, self-serve tooling for common questions.

SCALE, PLATFORM MODERNIZATION, AND AI-AUGMENTED OPERATIONS

- Owned the **order pipeline at 600K+ orders a day**: SQS queueing, autoscaling, Aurora migrations and serverless database scaling, and the release-confidence program behind it.
- Championed AI-augmented delivery so it is **the default across the org rather than a pilot**, and helped shape the engineering standards for how AI is used.
- Sponsored internal **read-only LLM tooling**, a Sam's Club order debugger and a CSV validator, that cut manual triage load. Built with tightly scoped tools to prevent hallucination.

SUPPORT ENGINEERING AND SERVICE DESIGN

- Built the **partner-support function that did not exist before me**: made the case to leadership, secured the budget and tooling, hired into it, and took support from ad hoc Slack and email to an SLA-backed operation and the company's first line for outages.
- Owned the Salesforce→Zendesk→Jira migration end to end**: built the business case, ran vendor selection and procurement, set Zendesk as the source of truth for routing, prioritization and SLAs, and ran the project to delivery. **Formed the Support Engineering team** that owns it.
- Defined **tiered SLAs**, the incident priority matrix and the escalation decision tree across Uber, Amazon, Best Buy, Sam's Club and Fetch. **P0 acknowledged under 15 minutes**.

PARTNER INTEGRATIONS, PRODUCT, AND REVENUE

- Landed integrations across Amazon, Walmart, Best Buy, Target, Sam's Club, Nike, Lululemon, Expedia, Marriott, Uber One, Lyft, Disney+ and StubHub, including a **full platform migration for Sam's Club**.
- **Standardized the enterprise integration path** and removed bespoke per partner engineering, so a new partner lands on a repeatable process instead of a custom build. **Cut onboarding timelines by 30% and raised revenue per integration by 20%**.

ORGANIZATION AND DELIVERY LEADERSHIP

- **Ran four functions at once** for a year after my manager left, with no transition plan and no defined scope, until the reporting lines caught up.
- **Owned Escalations and Incident Management company-wide**, taking it from a backlog nobody worked to a routed process with weekly remediation review.
- **Owned the delivery cycle end to end** for my org: roadmap, backlog, capacity planning, **sprint ceremonies** and the feasibility gate between Revenue, Product and Engineering, carrying the product and scrum lead seats alongside engineering management.

Principal

Digital Tide • Mar 2025 - Present • Spring Hill, TN

- For **That Paleo Chick**, designed and operate a **production agentic pipeline**: generation and image models behind validation gates, drafting into Ghost, then a **human Slack approval** before anything publishes to six social networks. Scheduled runs can only ever draft.

Manager, Software Engineering

Centene Corporation • Oct 2016 - Oct 2021 • St. Louis, MO

Five years managing engineers and analysts across three orgs at Centene, promoted from the senior engineering track into running the mobile practice I had built, then the Member AI Assistant program, then the Engineering Chapter.

- **Led up to 25 people**, steadying at 14 across **three cross functional Agile pods** of engineers, architects, product owners and business analysts, plus an offshore contractor team in India. Built member facing web and mobile applications on Java and Node services with Angular and React front ends.
- Built and led the cross functional team that shipped a **self service AI health assistant**, cutting call center volume. Onboarded a newly acquired team and built the SDLC framework that brought it in line with enterprise standards.
- Delivered **20+ mobile applications** across iOS and Android, redesigned the member portal, and shipped mobile ID cards into **Apple Wallet and Google Wallet**. Worked with the **health plan presidents** in each state going live, stood up the Apple and Google developer accounts so every plan shipped under its own brand, and standardized build, release and compliance behind new state contract bids.
- **Led True Care Anywhere, the Chromebook app** care managers used in the member's home, launched in the Florida market. Built with Google in Angular and Ionic, it replaced hundreds of pages of assessment paperwork and cut assessment and care plan time by **more than 80%**. Secured and managed the fleet in Google Cloud Platform, shipping through Centene's Play Store, then trained the TrueCare engineering team to own the mobile development and release pipeline themselves.

Senior Application Software Engineer

Centene Corporation • Sep 2014 - Oct 2016 • St. Louis, MO

- **Built the mobile department at Centene from scratch** as its sole engineer, and **established how the company did mobile**: department processes, SVN to Git, and Angular and Ionic into the enterprise stack. **Grew the team to five**, then was promoted to manage the department I had built.

EDUCATION

A.S., Computer Science
St. Charles Community College • 2004 - 2007

CERTIFICATIONS & TRAINING

ITIL Foundation
AXELOS

Scrum Master training
Centene

SAFe (Scaled Agile Framework) training
Centene

Leadership Development Program
Centene

EARLIER

Software Engineer / Web Producer
Centene • 2013 - 2014

Launched the Ambetter Health website and an award-winning eLearning platform, and administered a 70+ site WordPress multisite network.

Team Lead, Visual Design
N-Depth Solutions • 2008 - 2013
Ran training production for Fannie Mae, CitiMortgage and Freddie Mac, and set the department standards it was built on.

Web Developer
Clear Pages • 2007 - 2008
Delivered 15+ client sites in a year, owning design through launch including hosting and DNS.