

Engineering Manager

Results-driven engineering leader focused on building inclusive, high-performing teams. Recognized for creating cultures of trust and ownership through servant leadership, and for developing future leaders by aligning growth opportunities with meaningful business impact.

HIGHLIGHTS

- **Proven leader with 10+ years** of experience managing and mentoring software engineering teams.
- **15+ years of hands-on experience** designing and building scalable web applications and platforms.
- **Skilled in leading fully remote and in-person**, cross-functional teams using Agile practices.
- Strong communicator and problem-solver experienced in collaborating across departments.
- Experience with JavaScript (React, Node.js, SIP.js), HTML, CSS, PHP, SQL, REST APIs, Redis, and AWS.

WORK EXPERIENCE

Artera (HealthTech SaaS, 300 employees)

Santa Barbara, CA

Senior Engineering Manager

Nov 2024 – May 2025

- Led a cycle time optimization initiative focused on reducing code review delays; improved team velocity by reducing average review time by 25%.
- Created and led a peer-driven full-stack upskilling program that increased cross-functional contributions by 40%, fostered a culture of continuous learning, and reduced delivery bottlenecks caused by role-based silos.
- Promoted to Senior Engineering Manager and entrusted with an additional team of 6 engineers, doubling team size and expanding delivery responsibility during a critical growth phase.
- Led both teams to successfully meet all quarterly engineering goals tied to a multi-million dollar federal contract, ensuring readiness and compliance for launch.

Engineering Manager

Aug 2022 – Nov 2024

- Led a full-stack engineering team building a visual multi-step patient communication workflow tool, driving improvements in delivery velocity, system reliability, and team process maturity.
- Evolved retrospectives and agile processes into team-owned, data-informed practices, resulting in noticeably improved sprint planning accuracy, better predictability, and stronger accountability across the team.
- Set and modeled a high bar for documentation and knowledge sharing, increasing visibility and onboarding ease.
- Cultivated a strong, high-trust team culture in a fully remote environment by emphasizing clarity, autonomy, and collaborative problem-solving.

Sharpen Technologies (Cloud Contact Center Platform, 80 employees)

Indianapolis, IN

Manager, Software Engineering

Jul 2019 – Aug 2022

- Led a critical refactor of legacy components within the Sharpen Q interface to support a major enterprise customer, resulting in a 75%+ improvement in interface performance under high-usage scenarios.
- Conducted multiple on-site visits to a key enterprise customer to shadow users and understand workflow challenges firsthand, bringing critical insights back to the team that shaped feature enhancements and usability improvements.
- Developed internal tools to streamline platform testing and development workflows; tools gained adoption across engineering and sales teams, becoming essential for demo setup and technical support.
- Partnered with Product Management to deliver on roadmaps and clarify priorities for internal teams.
- Strengthened cross-functional relationships, supporting initiatives from sales to customer support.

Senior Software Engineer, Team Lead

May 2015 – Jul 2019

- Lead a team of Software Engineers with diverse capability levels in the development of new features and enhancement of existing features. Lead team hiring and onboarding.
- Develop and strengthen partnerships across multiple departments and collaborate on projects from the sales process to complex customer support issues.
- Quickly deliver simple solutions to complex interaction design problems in a fast-paced, collaborative environment.
- Led redesign and ongoing interface optimization efforts for a number of key products, including the flagship Sharpen Q omni-channel communications platform and various platform integrations (Salesforce and Zendesk).

FanBase, LLC (Marketing Communications Startup, 3 employees)

Durham, NC

Senior UX Developer

Oct 2014 – Apr 2015

- Led product design and development of the FanBase CRM web app and marketing website.
- Developed a product roadmap for initial release of the app.

Formstack (Workplace Productivity Platform, 50 employees)

Indianapolis, IN

UX Developer, Team Lead

Feb 2010 – Oct 2014

- Led the UX team and worked closely with Product to define features that met the needs of our customers.
- Developed low & high-fidelity mockups, user flows, and HTML/CSS/JavaScript for new features.
- Provided regular analysis of UX design issues and made detailed recommendations for improvement which led to process improvements to the feature lifecycle and UX team handoff to Development.

CNO Financial Group (formerly Conseco, Inc., Insurance, 1,000+ employees)

Carmel, IN

Web Designer

Apr 2008 – Nov 2009

- Responsible for designing and maintaining a multitude of Conseco Insurance websites.
- Performed front-end programming to assist the development and implementation of user interfaces (JavaScript).
- Created design prototypes, wireframes, graphic design, site navigation, and content layout.
- Designed and implemented email marketing campaigns to support marketing initiatives.

Indiana Department of Natural Resources (State Government Agency, 500+ employees)

Indianapolis, IN

Electronic Communications Manager

Nov 2004 – Apr 2008

- Responsible for overseeing the electronic communications of the agency, including all division websites, online marketing programs, and finding new ways to connect with our constituents.
- Developed and implemented best practices, style and procedure guidelines for the web.
- Improved productivity and project visibility through development of a project request system implemented by the entire department to manage the workflow of project requests and fulfillment.
- Promoted from Webmaster in 2007 and tasked with creating and managing the agency web team.

EDUCATION

Media Arts & Science

Bachelor of Science

School of Informatics, Indiana University

Applied Computer Science

Certificate

School of Science, Purdue University

Journalism

Certificate

School of Journalism, Indiana University

SPEAKING & COMMUNITY INVOLVEMENT

Speaker, "Playing Well With Others: A Practical Guide to Working with Developers", High Five Conference (2015), Midwest UX Conference (2014)

Co-Organizer, *Mixwest Conference* (2008–2015)

Annual regional event focused on Marketing, Social Media, and Design; led speaker and sponsor coordination, day-of logistics, and developed custom web tools to support session planning and community engagement.

Organizer and facilitator of engineering book clubs and knowledge-sharing sessions.