

First Name, Last Name
Email, Contact Number, LinkedIn

CAREER SUMMARY

Senior Engineering Manager with 10+ years leading cross-functional teams to deliver AI-driven mobile and web applications at scale. Spearheaded AI-powered growth strategies that increased customer retention by 20% and boosted experiment data quality by 30%. Expert in driving engineering excellence through scalable system design, agile leadership, and high-performing team development. Proven ability to lead cloud-based SaaS and digital product transformations that deliver measurable business impact. Passionate about building inclusive teams and fostering a culture of continuous learning and innovation.

PROFESSIONAL EXPERIENCE

Senior Engineering Manager | Global Hospitality Company | Dallas, TX | 07/2023 – Present

- **Team Leadership / Impact Delivery:** Delivered a 12% increase in booking conversion and generated \$30M+ in annual digital revenue by leading a team of six engineers through a comprehensive transformation of web and mobile platforms serving 50M+ users.
- **System Design / Scalability:** Reduced production P2 bugs by 15% YoY and improved system scalability by architecting a migration from a monolithic backend to microservices infrastructure.
- **Cross-Functional Collaboration:** Accelerated feature delivery by 15% and improved cross-team collaboration by integrating workflows across design, QA, and five core mobile teams.
- **Risk Management / Project Execution:** Decreased project delivery delays by 40% through implementation of quarterly capacity planning and proactive risk mitigation strategies.
- **Mentorship / Team Development:** Mentored six engineers, driving a 25% increase in developer productivity and fostering a high-engagement, growth-oriented team culture.

Engineering Manager, AI Experiences | Global Financial Software Company | San Diego, CA | 11/2021 – 07/2023

- **Product Strategy / AI-Driven Growth:** Executed AI-driven, mobile-first product strategies that increased customer retention by 20% and contributed \$50M+ in incremental revenue.
- **Stakeholder Engagement / User Experience:** Enhanced user experience and drove an 18% improvement in NPS by leading cross-functional partnerships across product, AI/ML, and engineering for 3M+ users.
- **Diversity & Inclusion / Team Culture:** Established a formal mentorship program and inclusive hiring practices, reducing engineering team turnover by 40% and increasing diversity by 15%.
- **Reliability Engineering / Incident Management:** Improved system reliability by reducing P0/P1 bugs by 11% through proactive Incident Response Plan implementation.

Senior Software Engineer, Customer Growth | Global Financial Software Company | San Diego, CA | 11/2019 – 11/2021

- **Software Architecture / Customer Retention:** Boosted customer retention by 20% and improved developer efficiency by 15% by designing scalable systems and reusable component libraries using SwiftUI and React.
- **DevOps / Experimentation:** Enabled 40+ rapid product experiments and reduced App Store deployment cycles by 30% via server-driven architecture.
- **Reliability / CI/CD:** Maintained 99.9% uptime for microservices on AWS, ensuring high-quality delivery with Jenkins CI/CD pipelines.

Lead Software Engineer, Corporate Strategy | National Financial Services Company | Washington, DC | 12/2017 – 11/2019

- **Enterprise Development / Productivity:** Increased internal productivity by 25% by developing enterprise mobile solutions for 5M+ users using C# and Node.js on AWS.
- **Mentorship / Test Automation:** Reduced regression testing time by 50% and improved release reliability by mentoring junior engineers and implementing automated testing.
- **Observability / Incident Response:** Led observability improvements, cutting incident response time by 40% with Dynatrace and Splunk alerting.

Senior Software Engineer | Global Consulting Firm | Herndon, VA | 01/2017 – 12/2017

- **Legacy Modernization / Performance:** Improved customer satisfaction by 30% and decreased page load times by 25% by modernizing legacy systems.
- **Platform Development / Hiring Efficiency:** Accelerated hiring pipelines by 20% through building a recruitment platform using AngularJS 2, Spring Boot, and MongoDB.
- **Cybersecurity / Team Training:** Reduced security incidents by 35% by leading cybersecurity awareness sessions and improving team response readiness.

EDUCATION

Bachelor of Science in Computer Science (Honors Program Graduate) Top-Ranked Public Research University, Mid-Atlantic Region

SKILLS

Engineering Management:

Team Building & Mentorship, Agile Development, Strategic Planning & Execution, Cross-Functional Stakeholder Management, Risk & Capacity Planning

Frontend Technologies:

Swift, SwiftUI, React Native, ReactJS, TypeScript

Backend Technologies:

Java, Kotlin, C, Node.js, GraphQL, REST APIs

Databases:

MySQL, SQLite, MongoDB

AI & Cloud Technologies:

ChatGPT, Amazon Claude, AWS, Google Cloud Platform

DevOps & Monitoring:

Jenkins CI/CD, Splunk, AppDynamics, Dynatrace

Developer Tools:

Xcode, Visual Studio Code, Eclipse, JIRA