Jeremy Fry

Technical Leader and People Manager
734.890.2680
jeremy.m.fry@gmail.com

Professional Summary

Experienced leader and software development manager with a proven track record in driving innovation, building scalable web applications, and leading high-performing teams. Recognized for deep technical acumen, strategic vision, and an ability to thrive in fast-paced, ambiguous environments. Demonstrated success in transforming teams, optimizing processes, and achieving challenging objectives. Passionate about mentoring and fostering a collaborative, inclusive culture. Experienced in leading teams across various Agile methodologies, including Scrum and Kanban.

Professional Experience

Amazon.com 1/2020 - Present
Sr. Software Development Manager

- Led a team of 15 engineers to deliver high-performance, scalable web applications, achieving over 10,000 transactions per second (TPS).
- Spearheaded the redesign of the navigation system for Amazon's 3rd-party seller platform, improving time-to-task by 15% and enhancing the user experience for thousands of sellers.
- Developed and implemented self-service support solutions that reduced associate-based contacts by 400,000 annually, streamlining support processes.
- Innovated team processes by transitioning from Scrum to Kanban, significantly boosting team productivity and efficiency.
- Reduced the operational burden by 80%, decreasing weekly ticket volume from over 50 to just 10, allowing for a reallocation of engineering resources.
- Built a self-service onboarding tool that cut setup time for new development teams from 10 hours to just 1 hour, accelerating time to market.
- Achieved perfect scores in Amazon's daily polling tool for management, reflecting exceptional team satisfaction and engagement.
- Fostered a culture of transparency and inclusion through team events and structured feedback sessions, ensuring all voices were heard and valued.

Nexient 6/2013 - 1/2020
Sr Director - Application Development

- Scaled a strategic engagement from an initial team of 8 to a 100-person workforce for a global delivery company, promoting 5 team leads to drive success.
- Pioneered architectural reviews and designed solutions for diverse client needs, enhancing project outcomes across multiple industries.
- As Front End Practice Lead, established and maintained company-wide standards for JavaScript, HTML, and CSS, ensuring consistency and best practices across all projects.
- Developed a self-paced curriculum for new hires, accelerating onboarding and ensuring rapid integration of college graduates into the Front End practice.
- Partnered with client business leaders to optimize user experience design, directly contributing to increased user engagement and improved conversion rates.
- Cultivated a collaborative team environment, fostering professional growth and mentorship, resulting in junior team members evolving into future leaders.
- Organized internal programs like hackathons, driving innovation and creating engaging opportunities for skills development within the company.

Compuware 4/2013 - 6/2013
Front End Architect

- Led a team of developers in building advanced user interfaces for next-generation in-dash car radios using Angular, HTML5, and JavaScript, ensuring seamless user experiences in embedded systems.
- Established and maintained comprehensive user flow diagrams, technical documentation, and coding standards, contributing to consistent, high-quality development practices.
- Conducted group code reviews and retrospectives, fostering a culture of continuous improvement and collaborative problem-solving within the team.

Digitas 6/2012 - 4/2013
Senior Creative Engineer

- Developed responsive, user-centric websites using a mobile-first approach, ensuring seamless performance across both mobile devices and desktops.
- Enhanced the functionality and user experience of OnStar.com through ongoing improvements using jQuery, HTML5, and CSS, driving increased user engagement.
- Integrated advanced web analytics tools to optimize tracking and reporting, enabling data-driven insights for improved user interactions.
- Advised on the adoption of emerging web technologies, positioning the team to

stay ahead of industry trends and deliver cutting-edge digital experiences.

Detroit Media Partnership 2/2008 – 6/2012
Senior Web Applications Developer

- Developed cross-platform hybrid mobile applications for Android and iOS using Cordova and HTML5, enhancing the reach and accessibility of key digital products.
- Maintained and enhanced PHP and MySQL-based systems for multiple high-traffic websites, including michigan.com, detroitmedia.com, and stylelinemag.com, ensuring optimal performance and stability.
- Implemented custom JavaScript solutions for conversion tracking, improving accuracy in campaign performance analysis.
- Managed development environments and source control systems, facilitating efficient version control and collaborative development.
- Provided mentorship and support for junior developers, assisting in the maintenance of testing environments and troubleshooting complex issues.
- Designed and implemented both front-end interfaces and back-end solutions, contributing to a seamless user experience and robust application architecture.

Precedent Insurance 7/2007 – 2/2008
PHP Developer

- Created scripts to automate PDF generation of new enrollees, send out automated emails, and provide information for call center support
- Designed and deployed a PHP web dashboard interface for underwriting new enrollees

MCM Group 5/2006 – 7/2007
Graphic Artist / Web Designer

- Develop company website with catalog of products
- Design and create templates for applying logos to screen printed products
- Awarded Most Valuable Artist in 2006.

Independent Projects & Technical Initiatives

PikaChoose jQuery Plugin (No longer active)

- Created and maintained PikaChoose, a widely adopted jQuery plugin that facilitated user-friendly image galleries, achieving over 850,000 downloads.
- Designed and developed a WordPress-based website to showcase PikaChoose,

offering tutorials and examples to support a global user community.

- Actively engaged with users by providing support and answering queries, fostering a collaborative environment that enhanced the plugin's functionality.
- Recognized for delivering a robust solution that simplified image gallery implementation, making it a popular choice among web developers.