

Scott C.

PROFESSIONAL HIGHLIGHTS & SUMMARY

Known for delivering massive projects on budget and on time with no drama.

Scaled 2 startup product & engineering departments, from the ground up, to as high as 81 teammates.

8 years in senior leadership + 11 years on the front lines

Experience in Finance, Healthcare, Education, Publishing, Advertising, eCommerce, Non-Profits, Government

- Team Scaling
- Equitable Recruiting & Retention
- Predictable Agile
- Evidence-Based Planning
- Product Leadership
- CI/CD
- QA Automation

EXPERIENCE

Chief Technology Officer @ Nelnet Community Engagement 2017-11 - Present

- Delivered a critical \$5.5M, 2 year roadmap acceleration project, on budget and on time.
- Scaled Engineering and Product teams from 0 to 81 headcount while maintaining a >80% retention rate.
- Established & managed the platform's unified roadmap, with stakeholders in 6 brands across 7 verticals.
- Navigated this acquired startup's product and team to full integration with the parent corporation and tech.
- Designed and ran an IT recruitment program that regularly fills open reqs in 1.5 - 2 weeks.
- Built a diverse team comprising 38% women, 32% POC, 8% LGBTQIP2SAA, 5% veteran, and 17% neurodiverse. 78% of the team falls into at least one of these categories.
- Weathered the COVID traffic autoscaling with 0 downtime, where 2/3 of our competitors went down.
- Migrated infrastructure to AWS from virtual hosting with near-0 downtime.
- Increased average test coverage from 13% to 53% across all 7 languages. The most central codebase is at 74%. Grew from 4 automated suites to 14.
- Automated the iOS and Android app store build and submission workflow for 1,000's of mobile apps.

VP of Innovation @ Fire Engine RED 2015-03 - 2017-11

- Started as the Software Architect, successfully defeated the Second System Syndrome.
- Grew into the VP of Innovation role, scaled the Engineering team from 5 to 36 headcount.
- Department leader for both Fireworks CRM, the new flagship CRM, and Extinguisher, the legacy product. Oversaw research, implementation, and deployment of infrastructure, services, frameworks, development tools, and anything else needed to help the team and product succeed.
- Was the change agent that brought genuine Scrum practices to bear. Lead, hired, inspired, motivated, and managed the Innovation team, including developers, QA specialists, system administrators, and more.
- Recruited, hired, and retained a strong talent foundation on the Innovation team. Developed internal talent and the organization necessary to grow individual and business capabilities. Developed and implemented policies related to security and compliance issues. Developed and refined processes that promote continuous improvements in productivity, quality and client satisfaction.
- Detailed and dissected user stories, turning those into database designs, sub-tasks, and estimates. Chose the design patterns in play. Troubleshoot and way-cleared for the dev teams. Held us to MVP. Designed server infrastructure and deployment.

Lead Digital Developer @ Signal Theory

2012-11 - 2015-03

- As the Lead Developer, updated our web design process to utilize responsive design principles, specifically, Atomic Design. Standardized a microsite development template for rapid skinning and deployment. Conducted a regular code review between the interactive team members. Published an iPad app that using WordPress and Cordova to create an interactive catalog app. Developed in and managed many programming contexts including WordPress, Expression Engine, CodeIgniter, Drupal 6, Joomla, Perl, Python and a little Node.js. Primary technologies: PHP/MySQL/jQuery.
- As a Creative Technologist, brought traditional advertising agency into the modern era with weekly continuing education and industry research. Championed the Sheepworks Labs. Explorations include: Augmented Reality (LayAR, BlippAR, Aurasma & Total Immersion), Small Computing (Arduino, Raspberry Pi), Physical & Digital Colliding (LeapMotion, EyeTribe, SparkCore), Panoramic Photography (KRPano, Bublcam), and many other technologies to lesser degrees.
- As a Digital Producer, gathered and wrote project requirements, laid out wireframes, managed client expectations, the coordinated development team, multiple development vendors, and a freelance developer to fill the workload gap. Operated in this role formally for 3 months while our long-term Digital Producer was on maternity leave, and since then have assisted on several topics. Recently kicked off a business analytics program to monitor our campaigns' effectiveness and ROI.
- As the Systems Administrator, created and managed a redundant, automated backup system of our web servers. Implemented a multi-level server health monitoring system. Cataloged, documented and cleaned up the hosting system. Implemented the organization's password management solution. Deployed source control into our development workflow. Primary technologies: OSX, Rackspace Cloud Servers, Ubuntu.

Web Architect @ Voltage Creative

2010-10 – 2012-11

- As the Web Architect, researched and wrote many Technical Requirements Documents to lay out the framework of the multi-developer projects.
- As the Lead Developer, authored an extensive library of WordPress plugins. Detailed experience with integrating PayPal, Authorize.net, CyberSource, UPS, USPS, FedEx, Google Maps, Mailchimp, Facebook, Twitter and a handful of other services. Put in place documentation and QA processes. Primary technologies: PHP/MySQL/jQuery.
- As the Systems Administrator, created and managed automated deployment schemes, redundant backup systems and stable hosting platforms. Primary technologies: OSX, Rackspace.

Web Developer @ Tinysauce

2008-01 – 2010-10

Technical cofounder of this side gig attempt at a startup. Built a unique demand-driven real-time-bidding shopping experience to sell limited edition art (both prints and t-shirts), and then built an Amazon price tracking app. The real-time bidding project got some decent traction, but wasn't a scalable business model.

Web Developer @ River City Studio

2007-12 – 2010-10

Senior web developer on a team of 4 developers, in a creative agency of 17 people in the River Market that focused on PHP and MySQL development. Specialties include system architecture, database design, API integrations, shopping experiences, and mobile websites. Experience with a couple frameworks (CodeIgniter, Zend, osCommerce, WordPress), as well as developing and maintaining our internal PHP libraries. Worked with industries: newspapers/publishing, stock market, construction, retail, and many more.

Software Engineer @ Cerner Corporation
2003-07 – 2007-12

Wrote, supported, troubleshoot, consulted upon, and documented an Emergency Medicine application (FirstNet) which was based on a large multi-application back-end. Progressed through 4 roles, spanning all aspects of the product life cycle including consulting, support, and engineering.

PROFESSIONAL SPEAKING

Keynote and International Speaker
slides and recordings available via <https://bit.ly/thedecks>

Bringing Order to Chaos

Codemash 2020, NBS IT Conference 2022 Keynote

Tapas Teamwork

Codemash 2019

Evidence Based Planning

Agile Camp 2022; NBS IT Conference 2022, Nebraska.Code 2023

The Two Question Code Quiz

DevUp 2017, KCDC 2017, Codemash 2019, Revolution Conf 2019, Flyover Conf 2019, NBS IT Conference 2022

From Bootstrap to Enterprise

DevUp 2017, Prairie Dev Con 2018, KCDC 2018

Zen and the Art of Docker

Prairie Dev Con 2018, KCDC 2018

EDUCATION

Iowa State University

- Major: Management of Information Systems
- Minor: Philosophy
- VP of MIS Club
- E-Commerce certification
- Two on-campus programming jobs

TECH SKILL SAMPLING

- Laravel / PHP
 - Docker, bash
 - MySQL, caching
 - GitHub Actions
 - GitHub CoPilot
 - .NET
 - AWS (ECS, EC2, ECR, ALB, CodeBuild, ElastiCache, Aurora, CodePipeline & more)
 - Terraform
 - Vue
 - Webpack, Grunt
 - Karma, Mocha, Chai
 - Twilio, SendGrid
 - Knockout
 - Angular
 - Webdriver
 - VR automated testing
 - pa1ly automation
 - Appium
 - Katalon
 - Browserstack Auto
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