

Professional Summary

Strategic, results-oriented software engineering leader with over 20 years of proven experience driving high-impact technology initiatives, optimizing software development processes, and leading dynamic teams. Currently serving as Interim Head of Software at Mettler Toledo AutoChem, demonstrating expertise in aligning software strategy with global business and R&D objectives. Skilled in transforming engineering processes, improving team performance, and enhancing cross-functional collaboration, resulting in increased efficiency and accelerated product delivery. Adept in managing complex software projects, driving technical innovation, and cultivating high-performing, diverse teams. Passionate about continuous improvement and known for calm, decisive leadership that inspires teams to exceed expectations.

Key Accomplishments

- Introduced weekly reporting, metrics monitoring, and prioritization that significantly improved monthly helpdesk ticket close rates from 62% to 159% in only six months.
- Implemented Lean/Agile process that supported the optimized development of centralized processes for code reviews, static code analysis, unit testing, design reviews, and design swarms.
- Designed software security architecture for a payment processor that has withstood annual audits and penetration testing for nearly two decades without a breach.

Areas of Expertise

- Team Leadership & Development
- Analysis & Improvement
- Solutions Architecture
- Cross-Functional Collaboration
- Technical Innovation
- Project Management
- Agile SDLC
- Process Optimization
- Cost Mitigation
- Risk Management

Technical Skills

Languages

- C#
- Java
- Python
- COBOL
- Delphi
- Visual Basic
- C++
- TypeScript

Technologies

- MVC
- Entity Framework
- Restful Services
- IoT/Microservices

Reporting

- SSRS
- PowerBI
- Crystal Reports

Data

- Microsoft SQL Server
- Oracle
- PostgreSQL
- DocumentDB
- Data Warehousing
- ETL Operations

Cloud

- Microsoft Azure
- AWS

Web

- HTML
- Angular
- JavaScript
- WordPress
- ASP.NET
- PHP

Productivity

- Jira
- Azure DevOps
- Microsoft TFS
- Git

Other

- Agile/Scrum
- Lean Startup
- Cybersecurity
- Machine Learning
- Microsoft Sharepoint
- Office 365 Admin

Professional Experience

Mettler Toledo

07/24 – Present

Interim Head of Software (since 12/2024)

- Lead the AutoChem Software Center (US), driving software strategy, process improvements, and team development.
- Serve on the Global R&D Management Team, aligning software initiatives with business, product, and R&D objectives.
- Implement process optimizations that improve efficiency and adaptability in response to shifting priorities and resource constraints.
- Strengthen cross-functional collaboration between engineering, product management, R&D, and data science teams, eliminating previous friction and fostering a highly collaborative, efficient workflow.
- Manage resource allocation, iC Suite backlog, and risk assessment to ensure successful project outcomes.
- Oversee the Geordi/Starfleet and Otto/Schoolbus (iC Vision 8.2) projects, ensuring high-quality, on-time, and within-budget delivery.
- Provide support and guidance for iC3Ng, collaborating closely with the Project Manager, Scrum Masters, and the global workforce to help keep it on track as one of AutoChem's top priorities.

Software Development Manager

- Continued to perform Software Development Manager responsibilities alongside interim leadership role.
- Recruited, mentored, and led a software engineering team within a 19-person Software Center, improving collaboration and efficiency.
- Took ownership of Otto/Schoolbus (iC Vision 8.2) to ensure on-time delivery and technical excellence.
- Led process optimizations, reducing inefficiencies and increasing team productivity.
- Provided technical leadership in software architecture, security, and development best practices.
- Supported leadership development and mentorship initiatives, coaching engineers and project leaders.

NextLOGiK, Columbia, MD

12/16 – 12/22

Cloud-based accreditation and compliance management software as a service

Chief Operating Officer / Chief Technology Officer / Senior Software Engineer

- Managed day-to-day activities of a team of Software Engineers, revised processes, oversaw code reviews, and doubled team output as measured by feature completion per sprint.
- Initially onboarded as a Software Engineer; quickly promoted to leverage strong leadership qualities and technical acumen.
- Embedded at customer site for two years to maintain and enhance legacy accreditation management system leveraging C#, ASP.NET, SiteCore, and Microsoft SQL Server.
- Guided implementation of Agile/Scrum Software Development process.
- Architected and implemented system used to track and schedule audits based on geographic proximity to audit location and attributes of individual auditors, leveraging MVC, Bootstrap, and Kendo control set
- Architected and implemented work queue system used for contract approval process.
- Pursued opportunities to add value to existing customer systems, gaining billable professional services increasing ARR by nearly 30% on existing contracts.

Becton Dickson, Reston, VA

5/16 – 12/16

Global medical technology and device company

Software Engineering Manager

- Managed team of 14 Software Engineers focused on mobile and Web development in a variety of environments including native IOS and Android as well as Xamarin.
- Oversaw implementation of Lean/Agile process, and established standards and processes for code reviews, static code analysis, unit testing, design reviews, and design swarms.
- Drove alignment across a team of Project Managers and Product Owners for a portfolio of 24 independent projects.
- Served as the Security Champion for the satellite office and led all secure coding inspections.
- Architected a new mobile platform based on Microsoft IOT Azure with micro services, leveraging DocumentDB, Xamarin, Luis.ai, and Microsoft Chatbot.

AmerisourceBergen, Lash Group, Rockville, MD

7/15 – 5/16

Patient care technology provider for pharmacies, physician practices, hospitals, and health systems

Application Developer IV

- Led the design and implementation of RESTful messaging application utilizing C# 4 (.NET Framework 4.5) MVC 5, Web API 2.2, and Entity Framework 6.2.
- Developed a responsive Web UI for middleware, employing MVC, Knockout, Bootstrap, Moment, and JQuery Datatable.
- Coordinated efforts across local and offshore development teams and ensure coding standards met.

Clinical Care Options, Reston, VA

9/12 – 5/14

Medical education (CME), technology and medical publishing company

Engineering Manager

- Managed the daily activities of nine Software Engineers and three Software Test Engineers developing Web-based and mobile products in ASP.NET, C# 4.0, MVC 4, Android, and IOS, as well as internal products developed on Microsoft SharePoint.
- Introduced Agile/Scrum methodology to teams previously operating within disorganized and ill-defined systems.
- Orchestrated and oversaw a SharePoint upgrade from 2007 to 2010, a business critical workflow system, completed all update needs with zero disruptions to business usage.
- Targeted and recruited top talent, building a high caliber team gained recognition as the team with the lowest technical staff turnover in company history (0%), compared to 25% turnover during the previous two years.

X3O Emerging Technologies, Rockville, MD

3/12 – 9/12

Network and computer support, managed services, and hosted services (HAAS/SAAS)

Vice President, Technical Solutions

- Responsible for overseeing day-to-day company operations as well as both Help Desk and NOC for Managed Services Provider with more than 250 business customers.
- Implemented new policies and procedure that resulted in 20% improvement in SLA goals and responsiveness.

- Managed vendor relationships, improving profitability by 7% from negotiating more favorable terms.
- Aligned company procedures with industry best practices, and improved average utilization rate by 23%.
- Fostered a culture of education and professional growth that increased technical certifications by 25%.

Prometric, Baltimore, MD

12/10 – 1/12

Provider of technology-enabled testing and assessment solutions

Senior Manager, Software Development

- Managed day-to-day activities of the Data Services group, consisting of two teams of developers: one focused on SharePoint and SSRS development, the other on Enterprise database design and ETL development.
- Principal SharePoint Technologist, responsible for oversight of all company SharePoint activities, including corporate Website rewrite, internal company Portal, and client-facing Portal focused on reports and business intelligence.
- Responsible for project designs, code reviews, developer resource allocation and planning, and team budget management, for staff of up to 18 fulltime and contract developers and a pipeline of up to 34 projects.

Elucidated Technology, Inc., Germantown, MD

5/10 – 3/11

Consulting firm specializing in custom SharePoint and Microsoft .NET development

Independent Consultant

- Migrated WSS system to SharePoint 2010 (Caselawg).
- Developed enhanced custom functionality for off-the-shelf PMIS in SharePoint 2010.
- Architected and developed a content management system for corporate Website (www.gartenhaus.com).
- Re-architected ETL's and custom message queuing services for back-end database systems processing more than 400K transactions daily, resulting in a 700% improvement in performance (Prometric).

McDermott Will & Emery, Washington, DC

3/09 – 4/10

International law firm

Senior SharePoint Developer

- Architected and developed a MOSS Extranet site, including FBA functionality.
- Customized and configured common SharePoint 3rd party components; specifically those tailored to law firms (e.g. XMLAW, KWizCom, Dundas, etc.).
- Designed and developed Web Part to render streamed video content similar to YouTube user experience.
- Designed and developed Tab Control Web Part to render tabular navigation from content of SharePoint Quick Launch menu.
- Designed and developed Web Part to display links to related content in order of relevance based on tag matches.

Portal Solutions, Rockville, MD

3/08 – 2/09

SharePoint Portal implementation and custom programming consulting firm

Managing Director

- Collaborated with CEO and COO on company vision and direction.

- Architected Enterprise MOSS 2007 and WSS 3.0 implementations and migrations including custom development and use of 3rd party components (Ontoloca, Metalogix, iBox, Corusworks, Nintex Workflow).
- Managed multiple project-based development teams simultaneously, as well as three direct-reports.
- Gathered requirements and documented business needs and usage scenarios.
- Drafted proposals and statements of work to support a new project bidding process.
- Managed project budgets and staffing requirements.

Medical Funding Services, Rockville, MD

12/06 – 3/08

Provider of financial services and electronic payment solutions to the health care community

Director of Web Development

- Managed multiple teams of four to 10 developers working on multiple platforms and projects.
- Spearheaded creation of a new department to transition .NET development efforts in-house.
- Trained and transitioned existing AS/400 RPG and COBOL developers to .NET.
- Designed and architected ASP.NET Web Portal for Aetna Insurance members to enroll in a new payment program and manage accounts.
- Architected Web Services and windows client to provide interoperability between AS/400 iSeries and SQL Server 2005.
- Negotiated new contract and oversaw transition of application and database servers to new hosting provider.

ACCESS Litigation Support Services, Washington, DC

5/06 – 11/06

Electronic discovery, paper discovery, hosting services, and litigation support services

Director of Software Development

- Implemented software development department from the ground up, including source control, QA, and documentation.
- Architected Web-based tool for viewing documents in native format.
- Hands-on coding in .NET 2.0 including both C# and VB.NET.

RDA Corporation, Hunt Valley, MD

7/05 – 5/06

Digital consultancy and technology consulting company that develops application software

Senior Software Engineer / Consultant

- Evapco Inc., Taneytown, MD (WDW Web Application Architecture and Development) - Designed and developed Web Application to perform complex calculations for selecting appropriate cooling tower model given specific climate conditions; extensive work writing SQL Server 2000 Stored Procedures and User Defined Functions.
- Morgan, Lewis and Bockius, LLP, Philadelphia, PA (.NET / Sharepoint Developer Assistance) - Mentored client developers in best practices for .NET development and performance optimization; developed SharePoint Web Parts that interfaced with both the SPS objects and external database; developed ASP.NET application to facilitate easy management of Active Directory group membership; architected SQL Server Database to act as data warehouse for personnel information.
- NASD, Rockville, MD (Web CRD) - Performed research to determine feasibility and cost of transitioning existing legacy code to ASP.NET 2.0; coded enhancements to XSL files for maintenance release of Web-based product.

Autoscribe Corporation, Rockville, MD

3/04 – 7/05

Financial technology services company and payment processor

Lead Application Developer

- Created company coding standards, and defined new processes including Test-Driven Development (TDD), self-documenting code, and formal process for QA.
- Architected and implemented framework for Web Portal, including implementation of NUnit test cases.
- Wrote C# 2.0 application to parse VoiceGenie call logs and aggregate the data in a SQL Server database.
- Designed and implemented custom IVR scenarios using ASP.NET and Voice XML.
- Redesigned user interface and streamlined code for ASP.NET Web application to accept Web payments and process real-time credit card transactions.
- Designed and developed security token distribution mechanism in C# used for Web Portal authentication.

Vocus, Lanham, MD

7/03 – 12/03

Web-based PR, news distribution, monitoring, campaign management, analytics, and online visibility software

Senior Web Application Developer

- Designed and coded multi-threaded log shipping utility in C# to encrypt SQL Server transaction logs and transmit them over the Internet via standard FTP protocol.
- Assisted with the C# development of page caching utility to crawl Websites and store the contents of all pages as static text in a SQL Server database.
- Assisted with development of load-balanced ASP.NET solution in a hybrid of C# .NET components, and VB6 components accessed via COM interop with multiple SQL Servers on the backend.

MicroEdge, New York, NY

12/00 – 7/03

Provider of grants management and philanthropic software

Senior Web Programmer

- Designed and wrote component in VB.NET to consume data from a Web Service and expose it via COM to a product written in Progress 4GL.
- Designed and coded VB6 COM component to present Web-based surveys based on XML, store the results in a database, and provide real-time statistics on results.
- Reverse engineered Perseus Survey Solutions data format and wrote utility to convert survey data to that format for reporting.

FM Labs, Inc., Mount Holly, NJ

3/00 – 12/00

Computer consulting company specializing in financial applications

Programmer Analyst

- Assisted with development of new product in ASP designed to replace existing legacy application
- Wrote SQL Server DTS Scripts and Stored Procedures to convert data from legacy FoxPro system to SQL Server 7.0.
- Wrote VB6 utility to automatically convert Visual Basic form files to HTML and ASP including capturing binary data from corresponding *.frx files.

Geac Computer Systems, Salt Lake City, UT

5/98 – 2/00

Provider of architectural, engineering, and construction (AEC) accounting software

Programmer Analyst

- Developed, debugged, and enhanced commercial accounting software written in COBOL.
- Wrote VB5 utility to parse COBOL source code files and identify potential Y2K problems.
- Wrote VB5 application to convert customer data from a competitor's database.
- Performed code remediation for Y2K for inventory system written in Delphi 3.0.
- Recognized with "Raving Fans" award for excellence.

Education and Certifications

- **Master of Information Technology**, Internet Security, American Intercontinental University
- **Bachelor of Information Technology**, Summa Cum Laude, American Intercontinental University
- **Microsoft Certified Application Developer (MCAD)**
- **Microsoft Certified Technology Specialist (MCTS)**
- **Certified Service Delivery Professional**, SPC International
- Executive Leadership Certificate, LinkedIn Learning (2021)
- Applied Machine Learning Certificate, LinkedIn Learning (2025)

Speaking Engagements

AASHTO re:source Technical Exchange Conference **Minneapolis, MN, March 2022 | Virtual, March 2021**

- Presented sessions on "Data Security and ISO 17025," covering critical requirements from the ISO/IEC 17025 and ASTM E329 standards. Delivered practical guidance on best practices in data integrity, cybersecurity compliance, and strategic approaches for enhanced security in organizational and personal contexts.

Military Experience

United States Army, Fort Bragg, NC

7/90 – 3/97

- Served as a Multi-Channel Transmissions Systems Operator/Maintainer (MOS 31R2P), ensuring secure and reliable communication networks in high-pressure operational environments. Held leadership roles, supervising 30 subordinates and managing over \$4 million in equipment.
- Combat veteran of Operation Desert Storm, operating under high-intensity conditions.
- Completed Airborne Training and served as a paratrooper in the elite 82nd Airborne Division.
- Completed Air Assault Training, demonstrating proficiency in helicopter-based insertion, sling load operations, and combat maneuvers.
- Completed Combat Lifesaver Training, providing advanced emergency medical support in field operations.
- Received multiple awards and recognitions including two Army Commendation Medals.