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| **Troy M. Thompson** | Highlands Ranch, Colorado  [troy@troythompson.me](mailto:troy@troythompson.me) ▪ 425.829.5093  [linkedin.com/in/troymichaelthompson](http://www.linkedin.com/in/troymichaelthompson) |

**Director of Software Engineering**

*Proven record of architecting successful SaaS strategies, developing cloud-based product lines, and delivering integration solutions  
 for highly regulated industries.*

Demonstrated ability to build, lead, and motivate top-performing global teams of talented project managers, engineers, DevOps, and QA testing teams in rapidly evolving Agile environments. Highly skilled and experienced at gathering and analyzing requirements and aligning software products and features with business strategy and complex customer needs. Data-driven, creative problem solver with value-added expertise in data integration, digital commerce, content management, and systems security. Accomplished communicator, accustomed to reporting to C-level leadership, adept at driving cohesive, strategic operations across functions and time zones, and skilled at conveying complex concepts to audiences at all levels of technical proficiency.

Highlights of Expertise

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| * Strategic Growth Planning * Release Planning & Management * Requirements Discovery * Enterprise SaaS Applications | * Software Engineering * Big Data Solutions * Business Intelligence * DevOps | * New Product & Feature Development * Global Team Building & Management * Resource Planning & Allocation * Cross-Function Collaboration |

**Career Experience**

**FIS (Formerly Worldpay)**, Denver, CO November 2018 - June 2020

**LEADER OF TECHNOLOGY**

*Built team of 45 globally distributed managers and engineers to design, develop, and integrate new features for product portfolio of five desktop, cloud, and SaaS e-commerce applications.*

Spearheaded feature enhancements and bug fixes for five product domain, including flagship triPOS Direct and Cloud, P2PE-PCI compliant payment solution easily integrated into cloud-based applications, mobile platforms, or direct installs supporting merchants, financial institutions, businesses, and capital markets worldwide. Administered $4M budget and provided technical guidance to Product, QA, and DevOps leadership, Scrum Master, and Release Train Engineer on application architectures, product roadmaps, and backlog grooming. Oversaw product, QA, developer integration, and DevOps teams in Agile continuous integration/ continuous deployment (CI/CD) environment to ensure consistent delivery of high-quality and relevant products that enterprise customers needed to succeed in competitive and highly regulated sectors.

* Enabled European Mastercard and Visa (EMV) contactless payments for triPOS Cloud.
* Implemented multi-user payment solution through single merchant gateway account.
* Planned, sustained, and successfully onboarded new hires supporting engineering team growth by over 300% in one year.
* Set cohesive asset and resource management strategy across nine teams and offshore counterparts.

**Intermap Technologies**, Englewood, CO July 2016 - September 2018

**DIRECTOR OF SOFTWARE ENGINEERING**

*Led geographically disbursed managers, developers, QA, and support engineers in development, testing, validation, and release of global geospatial mapping, predictive analytics, and intelligence solutions for critical sectors, including railway, aviation, telecom, and insurance.*

Defined scope, estimated effort, allocated resources, and superintended budget and Microsoft Azure spend. Oversaw Agile product development life cycle; liaised with product leaders and architects to gather requirements and transformed them into specifications for complex data collection, analytics, geospatial, and SaaS solutions. Planned and directed development, testing, validation, and release; facilitated Scrum ceremonies for development, support, and QA teams.Contributed to weekly meetings with C-level executives.

* Saved $160k+ annually by migrating on-premises SaaS offering to Microsoft Azure platform.
* Enhanced team success by creating onboarding process that efficiently integrated newly hired developers and QA testers.

* Redefined and rebuilt non-functional requirements for InsitePro natural hazard insurance underwriting SaaS offering and improved performance, scalability, and reliability by over 30%.

**Flatirons Solutions**, Boulder, CO December 2015 – May 2016

**TECHNICAL LEAD, RELEASE MANAGER**

*Provided technical leadership to team of seven software engineers to develop new features for data integration, archiving, and content management systems for critical infrastructure and manufacturing sectors.*

Implemented LAMP stack in Agile environment and Maven, Java, XML, and AngularJS to build web-based solutions. Planned, documented, and managed release cycle and employed Agile test-driven development (TDD) practices to rapidly deliver better, more sustainable software.

* Saved enterprise customers thousands of dollars per application by leveraging EMC InfoArchive cloud data and content management platform to customize solutions for complex user needs.
* Utilized extract, transform and load (ETL) process to flatten under or unused database applications, including SQL Server and Oracle into XML/XSL to enable data access without incurring costs for resources, applications, and licenses.

**EMC Corporation**, Bellevue, WA June 2006 – December 2015

**MANAGER, SOFTWARE ENGINEERING**

*Built and directed onsite development team of 15 and two offshore development teams of 10 each; served as Scrum Master for one onsite and two offshore Scrum teams.*

Oversaw development, testing, debugging, and integration of new product features for NetWorker, Avamar, and DataDomain enterprise backup, recovery, and deduplication applications. Mentored engineers in C, C++, C#, and Java; instilled engineering best practices early, documented project plans, and held code reviews.

* Grew revenue over 30% by delivering new features for NetWorker, Avamar, and DataDomain months ahead of schedule.
* Saved tens of thousands of dollars in licensing fees annually by transitioning from NetWorker InstallShield to Windows Installer XML (WiX).
* Introduced Agile methodologies into engineering process in Bellevue office for 60 engineers.
* Increased velocity while improving quality by streamlining NetWorker, NetWorker Module for Microsoft applications, and Avamar software architecture and design specification process.

ADDITIONAL EXPERIENCE:

**SENIOR SOFTWARE ENGINEER** (Contract Position) 2006, EMC Corporation, Bellevue, Washington.

**SENIOR SOFTWARE ENGINEER | BUILD ENGINEER** (Contract Positions)2004-2006, Microsoft, Redmond, Washington.

**SENIOR SOFTWARE DEVELOPMENT ENGINEER** (Freelance Position) 2002-2004, Bellevue, Washington.

**Technical Proficiencies**

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| **Languages:** | C, C++, C#, .NET, ASP.NET, Objective-C, Java, HTML, CSS, JavaScript, Perl, Python, Angular, React.JS |
| **Platforms:** | Windows, UNIX, Linux, MacOS, Azure, iOS |
| **Tools:** | Perforce, TFS, Git, Bitbucket, JIRA, VersionOne, Rally, Confluence, Review Board, Coverity, Jenkins; MS Visual Studio, Visual Studio Code, Office |
| **Databases:** | Microsoft SQL Server, MySQL, SQLite, Oracle |
| **Methodologies:** | Agile, Scrum, CI/CD, DevOps, Test-Driven Development, Big Data Analytics |

**Education**

Certificate of Completion, Computer Science | Trapper Creek Vocational College, Darby, Montana

Coursework in Computer Science | Bellevue College, Bellevue, WA