

CTO and engineering executive with 25+ years leading large-scale software organizations through modernization, turnaround, and growth. Proven track record of transforming delivery economics, scaling high-performing teams (200+ engineers), and leveraging AI, DevOps, and cloud platforms to accelerate time-to-market while materially improving reliability.

PROFESSIONAL EXPERIENCE

Chief Technology Officer

IntelyCare - Quincy, MA - 2023-Current

Executive leader responsible for all software engineering, product development, and internal IT for an AI-enabled healthcare staffing platform.

- **Transformed** engineering organization from delivery **bottleneck to growth enabler** within **12 months**
- **Reduced release cycles** from **3 months to continuous (daily+)**. Reduced technology **spend by 70%** while improving delivery **output by 40%**
- **Implemented AI** agents to **automate ~30% of code generation** and to provide 1st level support, **reducing customer support** costs
- **Reduced production incidents by 50%**, establishing a “quality-first” engineering culture
- **Led product expansion** into a flexible “Total Healthcare Staffing” platform

Vice President, Software Engineering

Pegasystems - Cambridge, MA - 2015-2022

Product/Engineering leader for the Pega Low-Code Infinity Platform. Oversaw Pega product and development operations and led product/engineering for Infinity capabilities.

- **Led 200+ delivery organization. Drove SaaS delivery excellence** across a **1800+ person** product and engineering function. **Successfully integrated disparate teams/cultures** across US, India, Poland and Amsterdam
- **Moved** the Pega Infinity Platform’s **DevOps/Testing capabilities** from “perceived gap” to “**differentiator**” within 1 year
- **Led** platform transformation from **monolithic to microservices, reducing service deployment time** from **weeks to hours**
- **Reduced** critical engineering **cycles measured in weeks down to minutes**
- Established cross-cutting Centers of Excellence: **Program Management, DevOps, Quality, Architecture, Engineering** and **Cloud-Based Infra Services**
- Primary **change-agent for internal and client DevOps/Agile transformation**

Sr. Director, Software Engineering

Fidelity – Strategic Investments, Smithfield RI, 2012–2015

Software Portfolio Manager for **Fidelity.com’s 12 Guidance and Planning products**

- **Transformed** an underperforming software portfolio into Fidelity’s **premier scaled-agile delivery org**
- Successfully led a **3 year, \$70 million “Chairman’s Big Bet” project**, creating the future-state of G&P capabilities, resulting in **improved engagement** and usage
- Partnered on a cross-company council to **drive architectural and delivery excellence** across Fidelity

SPECIALTIES

Engineering org **transformation & scaling** (startup → enterprise)

AI-enabled development, DevOps, cloud and microservices

Startup, turnaround, M&A and change leadership

Scaled Agile delivery (Scrum, XP, Kanban, SAFe, LeSS)

Hands-on software architecture, design and development (DDD, CQRS)

Financial services, healthcare & software product background

HIGHLIGHTS

P&L responsibility of up to **\$30 million, annually**. Executive leadership across **\$150 million organizations**

25+ years software delivery and support experience

20+ years in Agile/DevOps transformation

PUBLIC PRESENCE

Repeatedly quoted in Pega Infinity press releases of DevOps capabilities

Interviewed for “Where to Begin with DevOps”

Frequent speaker at PegaWorld (6000+ attendees)

EDUCATION

Bachelor of Science,
St Michael’s College, Colchester, VT

Senior SWE > Principal SWE > Sr. Manager > Sr. Director, Architecture and Development Management

Fidelity – Corporate Finance IT, Boston MA, 2006-2012

Chief architect and engineering leader for the Fidelity SHARES product, the system of record for the firm's internal shareholder information

- Developed the risk assessment and business case for the **\$40 million** SHARES Redesign effort, sponsored by CIO and CAO of the firm. The existing “patchwork” solution **presented great financial risk** to the firm and **lacked the flexibility** required to support emerging business needs
- **Oversaw delivery** of the redesigned SHARES application. Due to high confidentiality requirements, the program was a **pure startup**, unable to leverage any of Fidelity’s common teams or services. SHARES was delivered on-time and on-budget using a staff **that peaked at ~60 people**. It was **extremely well-received** by the product’s stakeholders and is **still in use today**
- **Originated** usage of **Domain-Driven-Design, Command-Query-Responsibility Segregation** patterns at Fidelity to manage the complexity of SHARES’ dynamic business requirements
- **Pioneered scaled agile and DevOps** (before it was DevOps) at Fidelity. SHARES became the **poster-child of product, architecture, delivery practices** at the firm

Software Engineer > Senior Software Engineer

Fidelity – Corporate Finance IT, Boston MA, 2001-2005

- Independently **created and maintained a suite of web apps**, automating common finance workflows: scheduling, master data management, internal website building
- **Core developer on Fidelity’s multi-year “eReporting” program**. eReporting was a custom business intelligence solution, **enabling self-service for standard and ad-hoc reporting** on top of Fidelity’s numerous Oracle and Essbase (OLAP) data sources. eReporting **helped democratize financial reporting** across Fidelity and **greatly reduced manual effort**

Help Desk Specialist > Sr. Help Desk Specialist

Fidelity – Corporate Finance IT, Boston MA, 1999-2001

Support technician for Corporate Finance’s IT helpdesk.

- Provided **IT support services** for Fidelity’s 3000 person Finance department
- **Administrator of Fidelity’s Oracle-based corporate financials**. Responsible for routine accounting operational tasks: closing books, reconciliations, data integration
- **Facilitated monthly onboarding and training classes** covering Corporate Finance’s standard tool suite
- Independently developed scripts and macros to **automate recurring support tasks**, freeing technicians to take on more value-added work. This resulted in **improved SLAs and Net Promoter Scores**