

**Software and data engineering leader** dedicated to creating resilient, high-leverage systems that drive lasting value. Experienced in developing and operating highly-available API services handling up to thousands of calls/second. Skilled at building and leading software teams that continuously improve and consistently deliver value. In the last year, focused on modern data infrastructure—designing reliable pipelines, scalable warehousing, and governance.

## Experience

**Dialogue Health Technologies** (2019–present). Montreal-based B2B telemedicine platform that grew from Series B startup in 2019 to C\$365M valuation when acquired in 2023. Our 60-person engineering team punches above its weight.

(2023–present) Staff Platform Engineer & Manager, Data Engineering

- Formed and lead a 4-person platform team responsible for system-wide services such as workflow orchestration, analytics collection, and email/push messaging. (Python, PostgreSQL, Airflow, AWS Firehose, SES, & Pinpoint)
- Guided the design and careful addition of a tenant isolation layer to Dialogue’s service architecture, and coordinated the roll-out of multi-tenancy under intense commercial time pressure, successfully unblocking a \$2M ARR partnership in a new market.
- Guided the design and delivery of a cost-effective, general-use event bus with at-least-once delivery semantics to support the use of asynchronous messaging for compliance-critical use cases such as utilization-based pricing. (AWS EventBridge)
- Organized and facilitated the Dialogue Architecture Group, an inclusive community whose purpose was to formalize architectural guidance and improve architectural change proposals. In 2024, the group reviewed 26 proposals; 20 were ultimately accepted while 6 were withdrawn following feedback on how to meet quality expectations.
- Advised the Data Privacy Officer on matters of regulatory and contractual compliance, including by drafting data sharing contracts and writing privacy impact reports for non-technical stakeholders. My interventions influenced strategic changes that protected Dialogue from significant legal exposure.
- Initiated the practice of zero-downtime database schema migrations at Dialogue by writing a reference document, recording a workshop, promoting the practice in sprint reviews, and directly coaching teams. (PostgreSQL)
- Launched Dialogue’s first Data Engineering team to support the Data Analytics function in its transition from service desk to data productization, self-serve analytics, and improved governance. (dbt, Snowflake, Airflow)

(2019–2022) Senior Software Engineer & Team Lead, Client Stream

- Lead a 5-person agile team that developed and operated portfolio of core backend services and a client web portal providing user and eligibility management, accounting, invoicing, and reporting. (Python, PostgreSQL, AWS Lambda, React)
- Drove delivery and contributed to the implementation of enterprise integration and invoicing features that unlocked millions of dollars in annual recurring revenue.
- Improved team’s velocity by 50% (as measured by story points) by guiding retrospective continuous improvement, including saving 10h/week by automating ad-hoc support tasks.
- Oversaw scaling our services to handle a 100x growth in eligibility driven by pandemic-induced demand.
- Designed 2nd-gen eligibility system and coordinated rollout across the architecture, unlocking new sales channels while improving member access to care and reducing user support burden.
- Re-platformed the invoicing system, reducing its run time from 12 hours to 30 minutes, thus vastly improving feature velocity and reducing opex by \$80k/year. (dbt, Snowflake)

## **Amazon** (2016–2018) Software Development Engineer, Alexa Communications

- Maintained and operated, as part of an agile team, a portfolio of highly-available services related to endpoint management, message routing, device configuration, and media relay infrastructure. (Java, Spring, TURN/STUN)
- Designed, implemented, and executed an in-service data migration as part of a small group. (Java, MySQL, DynamoDB)
- Participated in an on-call shift rotation, diagnosing service anomalies and mitigating customer impact.
- Initiated and implemented improvements to the on-call dashboards to improve readability and consistency, resulting in faster issue diagnosis despite a growing portfolio of services.
- Led an investigation into a data-loss incident; gathered facts, interviewed team members, and reported the findings to senior management (including recommendations which informed future best practices).

## **Cisco Systems** (2013–2016) Software Engineer, Enterprise Networking Group

- Redesigned and rewrote a network subscriber emulator to test router performance, achieving a higher call rate with a more user-friendly, flexible tool. (Java, JNI, C)
- Designed and wrote a Python API for Cisco's IOS command line interface to enable scripted network management; received positive feedback from customers at Cisco Live and another executive conference. (Python)
- Won, as part of a team, an office hackthon with an application that used existing customer service data and good UX design principles to improve customer support. Our concept was one of five projects company-wide to be recommended for further resources and funding. (HTML/CSS, Javascript, Python)
- Contributed to the modernization and cleanup of the in-service software upgrade system in Cisco routers and switches. (Lua, Python, Bash scripts)

## **Qualifications**

### **Bachelor of Applied Science, Software Engineering Degree (2013)**

University of Ottawa

## **Other interests**

Away from the office, I enjoy playing the piano and guitar, home cooking, hiking, camping with friends, and sailing dingies in the Charles River Basin.

*References available upon request.*