

# Randy Parker

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## Summary

Software Engineering leader adept at managing large projects across functionally diverse and geographically distributed teams. Over 18 years of experience managing both individual contributors and managers, from junior HTML Producers to Software Architects. Keen eye for UI detail and usability due to previous hands-on specialty as a front-end web developer.

## Experience

20+ years of software development experience, including:

- 18 years of people management
- 14 years of HTML coding
- 10 years of procedural programming
- 6 years of object-oriented programming
- 2 years of managing mobile app development (iOS and Android)

## Technical Skills

- **Web Technologies:** HTML, CSS, AJAX, JSON, Web Services, XML, XSL, XSLT
- **Programming Languages:** C#, JavaScript, PHP, Perl
- **Frameworks:** ASP.NET MVC, ASP.NET Web Forms, jQuery, Drupal, WordPress, AngularJS, Node.js
- **Development Tools:** Microsoft Visual Studio & SQL Server Management Studio, PhpStorm, Xcode, Android Studio, Adobe Dreamweaver & Photoshop, Atlassian JIRA, Confluence, SourceTree & Bitbucket (Stash), GitHub Enterprise, Google Tag Manager
- **Operating Systems:** Windows, macOS, Linux, UNIX, iOS, Android
- **Databases:** Microsoft SQL Server, MySQL
- **Web Server:** Internet Information Services (IIS), Apache, Nginx
- **Source Control:** GIT, Subversion,
- **Methodologies:** Agile (Scrum), Waterfall

## Professional History

- Manager + Senior Manager, Development at Triplt Nov 2015 – Jun 2018
- Manager, Payments & Tools at if(we) Jun 2015 – Nov 2015
- Manager + Director, Advertiser Platform at YP Dec 2009 - May 2015
- Manager UI Development at AT&T Interactive Dec 2007 - Dec 2009
- Lead Software Engineer at Ingenio Aug 2000 - Dec 2007
- Senior HTML Developer at Keen Jan 2000 - Aug 2000
- IT Specialist at Genentech Oct 1996 - Jan 2000

## Professional Summary

### Senior Manager, Development Manager, Development

*Mar 2018 – Jun 2018*

*Nov 2015 – Mar 2018*

**Triplt** – San Francisco, CA

Business unit of SAP Concur, the leading provider of cloud-based travel and expense management solutions for companies of all sizes

- Managed 8 software engineers across two scrum teams specializing in web, platform and mobile app (iOS & Android) development of the Triplt travel application.
- Managed mobile release trains for both iOS and Android apps, including triaging bugs from QA and from user testing, managing Jenkins builds, and submitting apps to Apple App Store, Google Play Store, and Amazon Appstore.
- Documented and maintained the end to end iOS and Android release process in a new “Triplt Mobile Release Process” WIKI page. Automated creation of release tickets and filters via JIRA API. Created new JIRA dashboards to better track branch readiness and release readiness.
- Initiated and led a six-month next generation front-end framework project during which four platform engineers evaluated React vs. Vue.js via research, analysis and prototyping.
- Helped to champion Triplt’s accessibility initiative, including socializing learnings from WebAIM: Web Accessibility Training.
- Documented (via PlantUML flow diagrams) the continuous integration/continuous deployment setup for Triplt’s iOS app, Android app, and legacy web platform.
- Managed Google Tag Manager release process, including refining conventions for scheduling Jira tickets and maintaining containers. In the span of a quarter, reduced ticket backlog from over 35 tickets down to 7 tickets.
- Collaborated with Product Management, UX, QA, and Marketing teams on the development of new features and user experience enhancements.
- Mentored junior developers and coached team members regarding long-term career goals via weekly one-on-ones and quarterly goals.

### Manager Engineering

*Jun 2015 – Nov 2015*

**if(we)** – San Francisco, CA - Social media startup best known for flagship product, Tagged

- Managed a team of 4 Software Engineers who developed and maintained the Payments Platform used by all Tagged clients, including integrations with third party payment processors and anti-fraud services (Chase, PayPal/Braintree, Apple Store, Google Store, Amazon, Kount, etc.). The team also implemented payment related web UI flows in AngularJS and PHP. Drove team to improve logging and monitoring.
- Managed a team of 3 developers (Software Engineers and Interns) who developed and maintained over 100 tools used internally by the Customer Experience, CRM, Product, Engineering and QA teams. The team also developed the user generated content review pipeline (e.g. for user photos) using technologies such as ImageAnalyzer, Impala, PhotoDNA, and RabbitMQ. Managed development and launch of Campaign Manager CRM Tool MVP.
- Worked with Product Owners on both teams to improve scrum methodology practices (e.g. introduced retrospectives and daily standups) and to define quarterly OKRs.

**Director Engineering**  
**Manager Engineering**

*Sep 2010 – May 2015*  
*Dec 2009 – Sep 2010*

**YP (formerly AT&T Interactive)** – San Francisco, CA

North America's largest local search, media and advertising company

- Managed a team of 2 Lead Software Engineers and 7 Senior Software Engineers, who developed the Advertiser Solutions Customer Portal (<http://adsolutions.yp.com>), the self-serve platform which YP advertisers use to manage their advertising products. Functionality included ASP.NET MVC and Node.js web applications for authentication, listing management, presence management, ecommerce, ad performance reporting, bill pay, and customer service tools.
- Managed a team of 4 Software Engineers (including an Associate Director) who developed the "CP3" sales tools which internal and external Sales Channels use to prepare for sales calls to prospective and existing advertisers. (Feb 2013 to Jun 2014)
- Managed a team of 2 to 4 Technical Producers (including 1 Lead) who coded the content for numerous company web sites and who developed, maintained and administered the Drupal Content Management System (CMS). (Until Nov 2012)
- Led complex software development projects and system integrations from inception to deployment, working closely with cross-functional software engineering teams, Software Architects, Product Managers, Project Managers, Quality Assurance, Technical Operations and third-party vendors.
- Utilized the following technologies to build robust, scalable solutions: Microsoft ASP.NET (MVC & Web Forms), C#, Node.js, Web Services (REST & SOAP), SQL, jQuery, JavaScript, HTML, CSS, Bootstrap.
- As a member of core agile transition team, helped lead dramatic change from 6-week coding/testing cycles (waterfall) to 2-week sprints (using scrum methodology).
- Monitored web site performance and errors with tools such as Splunk and New Relic.
- Helped develop the annual road map and quarterly game plans in collaboration with Product and Project Managers.
- Reviewed and refined product requirements documents, wireframes, mockups, and functional specifications in collaboration with Product Owners and the UX team.
- Developed JIRA conventions (including filters and dashboards) for tracking and managing the flow of trouble tickets between customer support and engineering teams.
- Coached direct reports to increase their productivity, reliability, and technical expertise.
- Interviewed job candidates for my own team as well as for other Engineering teams and for the Product and Project Management departments.
- Reported initially to VP of Advertiser Platform and then after re-org to Executive Director.

**Manager UI Development**

*Dec 2007 - Dec 2009*

**AT&T Interactive– San Francisco, CA**

Local search technology subsidiary of AT&T (acquired Ingenio in Dec 2007)

- Managed 4 UI Software Engineers (C# object-oriented programmers specializing in front-end technologies): assigned bugs and feature work to team members, conducted technical design reviews, performed code reviews, wrote semi-annual performance reviews, and coached team members to increase their productivity, reliability, and technical expertise.
- Managed a team of 3 Technical Producers (including one Lead) who code the content layer of numerous consumer- and advertiser-facing AT&T Interactive web sites.

- Utilized the following technologies to build robust, scalable solutions: Microsoft ASP.NET 3.5, C#, ASMX Web Services, SQL, ASP.NET AJAX, jQuery, JavaScript, XHTML, CSS.
- Collaborated closely with Product Team to refine product requirements documents and functional specifications.
- Created and maintained public JIRA (bug tracker) filters and dashboards. Triaged open bugs in JIRA bug tracker and assign them not only to my team members but also to employees across the entire company.
- Acted as Feature Lead for Business Solutions Center (Versions 1 and 2) and Payment Center projects, coordinating activities of cross-functional teams and holding scrum meetings.
- Interviewed job candidates for Engineering, Product, and Project Management teams.
- 50/50 split between hands-on coding and management duties when position started, ramping up to 100% management responsibilities by December 2009.
- Reported to Executive Director of Advertiser Engineering

### **Lead Software Engineer**

*Aug 2000 – Dec 2007*

**Ingenio (formerly Keen)** – San Francisco, CA - E-commerce Internet startup

- Managed 3–5 UI Software Engineers (C# object-oriented programmers specializing in front-end technologies).
- Specialized in front-end web development in a custom object-oriented coding platform and implemented new features and functionality for all Ingenio-owned web applications (e.g. Keen, Keen UK, Ether, Ingenio Live Advice, Ingenio Pay Per Call, Ingenio Partner Center, Ingenio Developer Center, as well as internal company tools).
- Coded initially in Microsoft’s Classic ASP framework and later in Microsoft’s ASP.NET (1.0 – 3.0) Web Forms framework using the following technologies: C#, VBScript, HTML, XHTML, DHTML, CSS, JavaScript, AJAX, XML, XLST, Web Services.
- Contributed to all aspects of Ingenio’s custom UI architecture and framework: created custom sub-classes of ASP.NET framework server controls, authored completely new server controls, created re-usable property-driven user controls, maintained dynamic CSS and image systems, contributed to custom AJAX architecture.
- Implemented AJAX functionality initially using the third party Ajax.NET library and later using Microsoft’s ASP.NET AJAX framework and AJAX Control Toolkit. Coded web services and JavaScript event handlers using “traditional” AJAX coding techniques.
- Developed a custom ASP.NET Web Forms coding pattern in collaboration with a lead back-end engineer. This pattern was essentially a home-grown MVC framework to cleanly separate concerns (e.g. display logic vs. business logic vs. page flow logic) and was adopted company-wide for all web development.
- Defined user interface coding standards and practices used by all front-end Engineers.
- Acted as Feature Lead for large projects spanning multiple departments (Engineering, Quality Assurance, Program Management): performed project management, led scrum and status meetings, tracked progress for both front-end and back-end developers, and coordinated cross-team activities.
- Debugged and fixed code defects in both client side and server-side logic using Visual Studio and Firebug debuggers.
- Managed image hosting system, including home grown Image Upload Tool and Akamai CDN.

- Architected and maintained a home-grown Content Management System for content editors. Provided frequent technical consultation to Technical Producers in San Francisco, Los Angeles and the UK.
- Reviewed product specifications by Program Managers and provided feedback on usability, performance and technical concerns.
- Spent approximately 50% of my time on management responsibilities and 50% on hands-on coding activities.
- Reported initially to the Chief Technology Officer and later, as the company grew, to various Engineering Executive Directors.

### **Senior HTML Developer**

*Jan 2000 – Aug 2000*

**Keen.com** – San Francisco, CA - E-commerce Internet startup

- Joined the company as its first HTML developer – hired to build the UI layer for the Keen Live Advice web application.
- Developed front-end user interface and display logic for new features and functionality on Keen.com (using HTML, CSS, JavaScript, and server-side Microsoft VBScript).
- Collaborated with back-end engineers on feature implementations.
- Debugged and fixed code defects in both client side and server-side logic.
- Deployed code changes to the production servers.
- Worked with company's first quality assurance tester to verify code changes.
- Reported to VP of Engineering.

### **Web Developer, Technical Writer, Trainer, System Specialist**

*Oct 1996 – Jan 2000*

**Genentech** (Information Resources Department) – South San Francisco, CA - Biotechnology company

Long-term contractor on various IT projects:

- Designed and developed web pages for "Computing@Genentech", a tech information portal within the general "gWiz" corporate Intranet. Earned a Genentech Recognition Award for my work on the Computing@Genentech Intranet project.
- Presented 30-minute demos and taught 90-minute classes about the Netscape Messenger email client. Wrote and maintained PC, Mac and UNIX "Installation & Configuration" manuals and "Mail Migration" manuals to document for end users the step-by-step process of installing Netscape Communicator and moving mail from Z-mail to Messenger.
- Installed, configured, beta tested, Y2K-tested, and deployed FileWave Asset Trustee (client-server computer inventory tool) on multiple servers and 300+ Win 95 PC clients. Administered FileWave server-client software management system for up to 400 Macintosh computers. Wrote and maintained documentation for process of building new user machines.

## **Education**

**U.C. Berkeley** - B.A., Psychology - Highest Honors/Phi Beta Kappa.