

# Bryan R Festa

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I am a Sr. Software Engineering Manager with 25 years of experience, currently undertaking Director responsibilities with ~1,200-person cloud-based SaaS provider, WorkWave, where I've served since January 2020.

## Recent Accomplishments/Overview:

- Experience managing global onshore and offshore teams of up to 50 members responsible for app development, implementation, and operations.
- Hands-on leader responsible for weekly code reviews, code optimization/final approvals, architectural decisions, and training in a microservice-driven C#/React/Node/AWS ecosystem.
- Responsible for leading projects in WorkWave's cloud-based service-industry SaaS platform to reduce overall technology debt, improve application performance, and resolve root cause problems. Continuing to reduce the rolling backlog of customer reported defects by 50% year over year, including a reduced average case age by 80% and increased average case velocity per person of 3x.
- While serving as Software Development Manager for non-profit educational membership organization, the American Management Association International, he established and instantiated digital transformation vision for both tech and human resources with a migration from on-prem to cloud delivery hosted on Azure.
- During time at Markel Corporation (NYSE: MKL), was responsible for migrating technologies to a .NET Microsoft stack, consolidating multiple acquired platforms into a single core system, and used analytics to identify opportunities to optimize operational processes for automation, integrations, and quality of service by technology teams.

## CAPABILITIES

- Professional information technologies and systems experience.
- Professional insurance, training and education, and software industry experience.
- Managed several global teams of up to 50 members in North America, Europe, India, and Sri Lanka responsible for development, implementation, and operations.
- Strong teamwork and interpersonal skills.
- Excel in challenging situations with strong problem solving and the ability to organize information quickly.
- Manage, lead, and guide projects and product development life cycles through both waterfall and agile methodologies.
- Advocate for lifelong learning and professional development.

## TECHNICAL SKILLS

<b>Interpersonal Skills</b>	Team Leadership, Training, Coaching, Teamwork, Time Management, Communication
<b>Industry Knowledge</b>	Project Management, Agile Methodologies, Scrum, Software Development Life Cycle (SDLC), Project Development Life Cycle (PDLC), Data Analysis
<b>Tools &amp; Technologies</b>	Amazon Web Services (AWS), Microsoft DevOps, Microsoft Office, Google Workspace, Atlassian Suite, Guidewire
<b>Dev Languages</b>	Material UI, REACT, Microsoft .NET, Logic Apps, Lambda, Java
<b>Database</b>	Oracle, Microsoft SQL Server, MySQL
<b>Operating Systems</b>	Windows Server, Windows Desktop, Linux (Debian, RedHat, SuSE), Mac OS, Chrome OS
<b>Virtualization</b>	Citrix XenApp, Oracle VirtualBox, Microsoft Hyper-V, QEMU Virtual Manager

## EXPERIENCE

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### WORKWAVE, HOLMDEL, NJ | JAN 2020-PRESENT

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#### Sr. MANAGER, ENGINEERING

Multiple global teams of engineers that own production maintenance, root cause resolution, technological debt reduction, and performance, as well as compliance and security for SaaS business application. The teams operate across the entire stack of technologies and all business workflows throughout the product.

- Remove all high and critical risks identified through PCI scans annually
- Reduce both technical and product debt throughout the suite
- Increase performance throughout or backends using microservices

#### TECHNICAL ENVIRONMENT

C#	Entity Framework	REACT	AWS	ASP	T-SQL
Jira	Salesforce	Confluence	Google Workspace	Material UI	

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### AMERICAN MANAGEMENT ASSOCIATION, NEW YORK, NY | JUL 2019-DEC 2019

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#### MANAGER, ENGINEERING

Responsible for leading a team of five developers and two managers. Work closely with the Infrastructure Manager on all projects. Managed incidents, requests, projects, changes, and problems from intake through delivery. Instantiated digital transformation from 15-year-old application stack toward Azure platform.

- Established and instantiated a digital transformation vision for both technology and human resources with a migration from on-prem to cloud delivery hosted on the Microsoft Azure platform.
- Provided a learning roadmap and challenge for all developers to become familiar with C#, .NET and Azure.
- Built several POCs using LogicApps, PowerBuilder, and ASP.NET demonstrating ease of migration to new platforms.
- Instantiated reduction of technology debt by kicking off a project to move the oldest and least supported infrastructure from Lotus Notes to Salesforce.
- Developed pipeline dashboards with Azure DevOps and Microsoft Teams to create visibility to all C-level stakeholders, helping to realign deliverables with the business strategy.
- Built the first global integration between European platform and United States platform for real-time order integration and consolidation of backend resources.

#### TECHNICAL ENVIRONMENT

C#	Azure DevOps	ASP.NET	SSRS	SSIS
SalesForce	SalesLoft	SQL Server		

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### MARKEL CORPORATION, RED BANK, NJ | FEB 2001-MAY 2019

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#### MANAGER, BUSINESS INTELLIGENCE | JAN 2018 – MAY 2019

Responsible for using analytics to identify opportunities to save the company time and money within the existing operational process. Identified operational processes for automation, integration, or replacement as well as provided the business analytics on quality of service provided by the technology teams.

- Reduced IT debt by improving visibility into operational demand and applying cost cutting strategies in areas of greatest return on investment.
- Reduced hundreds of hours a month of operational labor by automating tasks.
- Designed and implemented an end-to-end data warehouse and reporting service integrated with several systems of records for providing performance statistics to senior business leaders.
- Designed, and implemented a user access control process and reporting system, resolving several key SOX control risks.

- Configured ServiceNow by building out workflows, services, catalog items, and more as an ITIL solution to replace EasyVista.

**MANAGER, ENGINEERING | FEB 2012 – DEC 2017**

- Consolidated Billing and Collections for all insurance systems utilizing Guidewire Billing Center.
- Migrated application technology base from Gupta Team Developer to C#.
- Implemented Microsoft BizTalk to integrate several systems improving workflow and reducing labor demand.
- Led several cost-saving projects across IT:
  - Reduced technology debt by upgrading applications, servers, and workstations to run on the latest Windows Server and .NET Framework versions.
  - Migrated physical datacenters to a consolidated virtualized datacenter.
  - Delivered a secure printing and scanning solution across the corporation globally, utilizing Papercut.
  - Reduced hardware costs by migrating to Wyse terminals and Chromebooks

**SOFTWARE DEVELOPER | FEB 2001 – DEC 2012**

- Earned several promotions from Associate Software Developer through Senior Developer.
- Developed solutions on the existing enterprise insurance software suite.
- Built common service functionality for Forms Management, ISO reporting, Billing & Collections, and Claims Management to be utilized across the multiple insurance suites.
- Delivered defect resolution of escalations reported by the business and customers for our software.

**TECHNICAL ENVIRONMENT**

C#	VB.NET	Java	GOSU (G-Script)	Gupta SQL
Windows				
Oracle	SQL Server	SSIS	SSRS	XenApps
Cognos	BizTalk	PaperCut	WebSphere	

**RIDER EDUCATION OF NEW JERSEY | AUG 2011-PRESENT**

**Technology Coordinator**

As the technology coordinator, continually improve the implementation of technology throughout the organization. Including but not limited to public websites, employee forums, curriculum deployment, presentations, and integration with business partners.

- Migrated from a legacy basic html website to a WordPress platform.
- Implemented a secure employee resource center on the web server to BBPress.
- Developed a state-wide marketing presentation and toolkit delivered to all motorcycle dealerships.
- Manage Lincroft, NJ location with mentoring, scheduling, maintenance, and operations.
- Certified rider coach in all courses available from MSF in NJ (SMART, IME, BRC, 3WBRC, RRBR, BBB, BRC2, ARC, UBB, QA).
- Provided continual development and evolution of a rider course for motorcyclists that want to improve their skill to compete in national police and civilian skills competitions.

**TECHNICAL ENVIRONMENT**

MS Project	MS PowerPoint	ASP.NET	WordPress	BBPress
Windows Server	PHP	MySQL	Visual Studio	IIS

**Adjunct Professor**

Adjunct in the computer science department teaching development languages to students attaining computer science degrees.

- Developed C# curriculum, using Cengage resources, for the college's implementation into the Computer Science Programs and Web Site Development degrees.
- Delivered Java programming both introduction and advanced using Pearson resources, to students within the Computer Science Programs.
- Delivered Introduction to Unix using Pearson resources, to students within the Computer Science Programs.
- Delivered Visual Basic.NET curriculum, using Pearson resources, to students within the Computer Science Programs.
- Delivered and mentors the Advanced project capstone course for students completing their associates in computer science.

**TECHNICAL ENVIRONMENT**

C#	VB.NET	ASP.NET	Visual Studio	MS PowerPoint
Java	Unix			

**EDUCATION**

**Master of Business Administration in Information Systems**

New Jersey Institute of Technology

**Bachelor of Arts in Information Systems**

New Jersey Institute of Technology

**Associate in Applied Science of Computer Science**

Brookdale Community College