Joe Stelmach

Technical & Engineering Leader

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Director of Technology offering 10+ years of experience leading cross-functional technical teams distributed in multiple locations. Practitioner of servant-leadership and strategic management to ensure technical outcomes and goal achievement aligns with big-picture business goals. Advocate for technical operations to improve resiliency, visibility, and maintainability. Known for integrity, empathy, active listening, dependability, reliability, and flexibility to build trust & rapport with direct reports, peers, and executive leaders.

CORE COMPETENCIES

- Manage, Mentor, Build, & Retain High-Performing Teams
- Agile Methodologies & Best Engineering Practices
- Team Engagement: Daily Standups, One-on-One's, & Bi-Weekly Team Meetings
- Amazon Web Services (AWS): S3, RDS, EC2
- Communicate with Technical & Non-Tech Stakeholders to Articulate Technical Concepts
- Incident Management & Post-Mortem Analysis
- Processes, Procedures, and Program Implementation to Improve Dependability and Efficiency
- Python, PHP, Perl, Postgres, and MySQL
- Microservice/SOA Architecture

PROFESSIONAL EXPERIENCE

Oracle   **August 2020 - Present**
Director, Software Engineering
Leading a team of engineers responsible for building out a new Continuous Deployment (CD) service for Oracle Cloud Infrastructure as part of a new DevOps platform meant to drive adoption of OCI. Hired, managed, and developed a team of 20 globally distributed engineers, with one direct-report manager. Interviewed and hired to fill the parent organization consisting of 3 additional service teams composed of over 30 additional engineers, engineering managers, technical program managers, and product managers.

- Orchestrated team networking activities to help a new, geographically diverse team learn more each other, build rapport, and subsequently increase velocity
- Created long term roadmap detailing a features and improvements to be released after the service is released
- Trained team on operational best practices that entailed proper monitoring, alerting, runbooks, root cause analysis, and communication during an operational incident. Tech utilized includes: JIRA, Confluence, Grafana
- Contributed to and facilitated design discussions throughout service development
- Maintained and executed project roadmap through assigning tasks for each two week sprint, creating tasks when needed, and grooming a backlog
- Coordinated with other departments on development efforts. Created a joint development plan for the larger team to meet deadlines

Pica Product Development   **April 2019 - June 2020**
Director, Software Engineering
Produced IoT devices that integrate sensors and notify users when a sensor is triggered. Led teams that were responsible for mobile application development, API servers, internal support tools, and Amazon RDS database backend. Coached, led, and mentored 7 software developers ensuring engineering best practices to include leading 2-week sprints, adding code comments, unit and automated testing, and managing code repositories. Communicated remotely utilizing Slack, Zoom, and Jira to ensure all stakeholders are apprised of progress.

- Led staff development initiatives such as succession planning and training, ultimately ensuring teams were cross-trained & consistently sharing knowledge.
- Managed technological teams that worked with: Ionic, Loopback (Node/Typescript framework), and Angular.
- Gained buy-in from senior leadership to implement new communication processes via weekly updates using Confluence which increased visibility interdepartmentally.

- Created a comprehensive, multi-tiered, technical support plan that consisted of documentation, basic first-level phone support, and JIRA usage to track tickets; ultimately leading to increased analytics to understand custom trends.
- Composed and deployed new development practices across engineering teams including pull requests & code reviews, software versioning, improved code commenting, ticket etiquette, and educating the teams on the logic behind writing tests for code.
- Drove & defined a strategic proof-of-concept that identified & managed test failures and alerted engineering when code would fail. Within 1 month, implemented this new system that successfully caught 3 different issues via end-to-end checks, server, and API checks as well.
  - This project resulted in reduced average time to resolution and increased stability of systems, ease of adoption, uptime, and customer satisfaction.
  - Leveraged different technologies to include: Sensu Go, Prometheus, PushGateway, Grafana, OpsGenie, Slack, Node Exporter, and Alert Manager.
- Maintained open lines of communication with cross-functional stakeholders through weekly meetings discussing Service Level Agreements (SLAs), outstanding technical items, and business objectives.
- Utilized data visualization tools and databases such as Prometheus & Grafana for metrics & monitoring.
- Managed technical vendor engagements such as the OpsGenie and GitHub vendors.

My Social Sports   **Dec. 2009 - Present**
(Freelance) Full Stack Engineer
Designed, implemented, and maintained an application that facilitates co-ed sports leagues throughout the country. Re-wrote the PHP application to Django/Python, also using the entire operational stack in Digital Ocean - Django/Python, Nginx, Postgres. The platform has scaled & now processes 15K+ registrations annually, and has achieved $940K in revenue.

Oracle/Dyn   **Nov. 2010 - March 2019**
Sr. Engineering Manager   **Oct. 2014 - March 2019**
Led teams that wholly owned the flagship product that managed DNS, the eCommerce DNS offering, and 'Portal' which was an internal service. Hired, managed, and developed a team of 40 distributed engineers, with 5 direct-report managers across several products, platform engineering, and database administration teams globally.
- Consolidated & refined release management procedures across 4+ engineering teams, affecting the engineering department of 150+ people to adopt CI/CD pipelines (Jenkins & Chef) providing release management guidance and best practices.
- Supported teams regarding skills development and succession planning; addressed skills gaps & advocated for training; developed new roles to create career paths into team lead positions.
- Managed 3 technical vendor partnerships: Vivid Cortex, Twilio, and Nexmo/Vonage.
- Built from the ground up a Sustaining Engineering department to establish operational code quality that managed operational fires & bugs, created support tooling and documentation, and optimized services which all reduced technical debt. Tech utilized includes: Perl, Python, DNS, JIRA, Confluence, Grafana, Graphite, Nagios, Ansible, Chef.
- Established from scratch a project plan to transition the core eCommerce product that brought in $40M per year, into a newer more efficient data center.

Engineering Manager   **Oct. 2013 - Oct. 2014**
Led team of 8 Engineers that developed and maintained the flagship Managed DNS product. This team troubleshot bugs, resolved operational issues, and optimized current services. As Engineering Manager, responsible for playing the role of Scrum Master prioritizing backlogs, clearing roadblocks, managing professional development, arranging for training, and conducting performance reviews.
- Created & implemented a new workflow for ticket management & issue resolution streamlining tickets going from customer service straight to the engineering teams.
- Partnered with leadership to develop a technical debt reduction plan that added tickets per sprint in an attempt to eliminate the backlog.
- Instituted a living, on-call rotation policy which was updated according to team needs and consisted of a primary & secondary point of support each sprint that led to shorter turnaround time on issue resolution.

Sr. Software Engineer   Aug. 2013 - Oct. 2013

Software Engineer   Nov. 2010 - Aug. 2013

EDUCATION
Bachelor of Science, Computer Science | University of New Hampshire
Leadership Exchange Program | Intelligent.ly

VOLUNTEER
Board of Directors and President of the Board | Noah's Ark Child Care Center | 2014-2021
- Managed a $2M operations budget for the entire center covering salaries and all facility expenses.
- Organized and ran monthly meetings with 12-15 board members reviewing critical topics, upcoming events, staff concerns, and committee updates.
- Technology Subcommittee Chair: Implemented G-Suite Applications, an internal software system for the entire center, and created a new WordPress website.
- Improved succession planning capabilities by adding a second Assistant Director to the team and cross-trained on all Executive Director responsibilities including interfacing with State Licensing.

PTA Vice President | North Elementary School, Londonderry, NH | 2020-Present
- Volunteer Coordinator Chair