

Jerry Harris

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VP Engineering, Technology Leader

I work to improve the software development processes in order to deliver high-quality, user-first software products. My approach uses mentoring and collaboration to achieve these objectives:

- Fostering autonomous cross-functional squads
- Collaborating with stakeholders to improve product development cycle efficiency and customer impact
- Balancing the Agile triangle to deliver higher quality value with shorter lead times
- Aligning technological innovation with business KPIs
- Making trade-offs between the future commitments of business needs and the no-schedule dynamics of Agile

My fifteen years of success across large and small, back-end and front-end, mobile and web-based allow me to adapt my experience to new organizations within the first 30 days.

HIGHLIGHTED RESULTS:

- Lead a startup's engineering team through technical due diligence and the company's acquisition.
- Transformed several development groups into Agile teams or squads
- Created the first Kibana dashboards to illustrate the user's experience of our product's quality and performance.
- Accelerated one software group's release culture from four monolithic releases/year to dozens of independent team releases per month.
- Resolved trust problems by brokering open sharing and communication between the business and engineering teams, especially during feature prioritization and frequent production bugs.
- Created a technical roadmap to visualize the fragmentation of several legacy technological solutions and identifying how conversions would improve with each milestone.
- Lead the development and delivery of world-changing web browser and instant messaging applications to millions of users.

PROFESSIONAL EXPERIENCE

Pier Wave Consulting, LLC, Lexington, MA

2018 - present

I've worked with mid-sized companies and startups to improve product development processes and elevate engineering technical excellence.

Airfox, Boston, MA

Mar 2019 - Sept 2020

VP of Engineering (Consulting, full-time)

Airfox is a fintech offering banking services to the under-served populations in Brazil. I handled all the management responsibilities, including recruiting employees and contract developers. Increased awareness of our customers' experiences by creating and displaying performance dashboards. Introduced root-cause analysis (RCA) best practices. I managed the team through the re-launch of their mobile banking application. Lead the engineering team through technical due diligence and the eventual acquisition of the company.

DataKitchen, Cambridge, MA

Dec 2018 - Mar 2019

Member of Technical Staff (Contract, part-time)

Screened and interviewed technical candidates for Principal SW Eng, SDET, and DevOps.

Pier Wave Consulting (cont'd)

Business.com (formerly Purch), Waltham, MA

May 2018 - Nov 2018

VP of Engineering (Consulting, full-time)

Business.com is a B2B lead-gen company. I handled all the management responsibilities. Introduced a production operations (ProdOps) ceremony to add transparency into the reliability of production systems critical for maintaining revenue streams. Developed a technical roadmap for the company's revenue-generating app to standardize on a unified technology stack and provide superior conversion opportunities.

GE Digital, Boston, MA

2017 - 2018

Senior Director of Engineering

Responsible for Brilliant Analytics (BA), part of GE's Industrial Internet of Things (IIoT) product line (Predix). BA gathers, calculates, and displays **manufacturing process KPIs** (e.g., line availability, MTTR, MTBF, and Overall Equipment Efficiency) across industrial plants.

EnerNOC, Inc, Boston, MA

2014 - 2017

Senior Director of Engineering

Provided organizational and technical leadership for a distributed, 85-person Engineering organization responsible for building, testing, and deploying EnerNOC's IoT Big Data Analytics Platform. The platform is a mobile-first SaaS data analysis platform with Angular-based applications, Hbase backend data stores of time-series data, and integrated Business Intelligence reporting. Specific accomplishments:

- **Platform Reboot:** Worked with ten teams and the CTO during a 7-month rewrite of the entire IoT Big Data platform and Single Page Applications (SPA). Leveraged AWS's **serverless architecture** to accelerate our time to market: Lambda, Kinesis, DynamoDB, and Redshift. We utilized the Neo4j graph database for modeling business domain objects and RBAC (role-based access control) and the aggregation model.
- **Change Management:** Merged two engineering groups into a single DevOps, automation-first organization capable of using innovative engineering practices to deliver high-quality, customer-pleasing products.

Key technologies: Mobile responsive web apps using AngularJS & NodeJS, IoT communications, AWS Serverless systems: Lambda, Kinesis Streams, DynamoDB, Redshift; Spark, HBase, Neo4j, Forgerock IAM and single sign-on, Oracle

ChoiceStream, Inc, Boston, MA

2011 - 2014

VP Engineering and Systems Operations

Engineering executive responsible for implementing the company's strategic shift to adtech. We built from scratch a Big Data, NoSql-based complex event processing system to process hundreds of millions of impressions per day. The system served downstream data consumers with real-time, highly normalized data lakes to support our customers' value delivery. I managed the system operations of the company, including its data center and AWS usage.

Key Technologies: Cassandra, Hive, HBase, Aerospike; Storm; Elasticsearch

Nokia, Inc, Burlington, MA

2007 - 2011

Director, Mobile Web Browser and Web Run Time

I was the leader for a highly-visible, cross-functional, geographically-distributed organization responsible for innovating and delivering Nokia's Webkit-based mobile browser to millions of customers across 20+ smartphone product lines.

Nokia (cont'd)

- **Innovation and Leadership:** I focused the team on producing user-driven results in a dynamic, fast-paced environment. I coached the Browser Leadership team on being collaborative and prioritized decision-making to satisfy our many customers' needs.
- **Strategy:** Defined strategic product directions: re-engage with open source community around the Webkit engine, focus on technical innovation, and cut maintenance costs by unifying browser code base across dozens of devices and OS versions. We rolled out site strategies for autonomous product development in Boston, Silicon Valley, and Bangalore, India.
- **Agile Lifecycle:** Oversaw Agile rollout to the entire browser organization, fitting into Nokia's larger program management structure. I introduced usability studies and roadmap reviews.
- **Finance and Management:** Re-engineered a single 160-person development organization into two separate organizations with 12 senior managers. I oversaw the hiring of 148 new employees in 3 sites. Responsible for a \$12M yearly budget.

Key Technologies: WebKit Mobile Touch Web Browser; hybrid mobile development platform and ecosystem (Web RunTime); Platform Service APIs (e.g., location, calendar, contacts); HTML5

Pegasystems, Cambridge, MA

2007 - 2007

Senior Fellow

Developer in Pega's core business application as a Certified System Architect using Javascript and Visual Basic

Ruckus, Inc, Dulles, VA

2005 - 2006

VP of Engineering, Boston, MA

Responsible for product innovations that allowed customers to share music legally and build social networks focused on music discovery and sharing. Introduced Sprints and feature prioritization based on urgency and impact.

Key technologies: Java/J2EE, Hibernate, Windows Media DRM, Qt application framework

America Online, Inc (AOL), Dulles, VA

1995 - 2004

Technical Manager, System Architect, Software Engineer, Maynard, MA

Helped to change the world with a small team of engineers creating and delivering AOL's first **Web Browser** and **AOL Instant Messenger** clients on Windows, Macintosh, and PlayStation 2. **Cultivated a competitive spirit and feature innovation** to stay competitive with Netscape, ICQ, and Microsoft Internet Explorer.

EDUCATION

Leadership Development Program

Center for Creative Leadership, St. Petersburg, FL

Mediation and Conflict Resolution

Harvard Law School - Program on Negotiation

Master of Science, Computer Science

Georgia Institute of Technology, Atlanta, GA

Bachelor of Science, Computer Science

Florida State University, Tallahassee, FL

PATENTS

U.S. Patent #7,617,458 – Managing Navigation and History Information

Managing navigation and history information in the AOL client with an embedded browser window.