

# Chris Goodacre

Seasoned technology leader with an established record in software development and delivery. Broad understanding of software and related products and services with a deep knowledge of web-based systems. Agile, cloud, devops native. I value process, but people moreso.

## EXPERIENCE

### **Medullan, an affiliate of ZS Associates, Inc.** *Subpractice Lead: QMS & SaMD Development*

Jan 2021 - PRESENT

- ❖ Primary author for development-related Procedures and Quality Plan templates, and project plans within the Medullan Quality Management System. Reviewer and contributor on many others.
- ❖ Responsible for understanding SaMD software development, ISO 13485, IEC 62304 & 82304, AAMI TIR 45, and bridging the Regulatory, Quality and Compliance (RQC) team to delivery teams.
- ❖ Oversaw engineering efforts and project team capability development that supported ISO 13485 certification as a contract manufacturer of software-as-a-medical device (SaMD) products.
- ❖ Backroom support for internal and external Phase I and Phase II QMS audits.

### **Discovery, Knoxville — Software Development Manager**

Feb 2014 - Jan 2021

Discovery acquired Scripps Networks Interactive in March of 2018.

- ❖ Grew development capability from three to five devops teams to meet business demands in part by mentoring & grooming staff to lead new teams (approx. 30 developers, testers & analysts)
- ❖ Led effort to rationalize tech stacks and development processes and architect uniform media inventory model & ecosystem.
- ❖ Sponsored and helped formulate current CI/CD implementation that provisions and deploys code automatically to AWS in test environments and with user permission in controlled/production environments.
- ❖ Completed migration of large portfolio of applications and services from the on-premise data center to AWS; leveraging AWS services and frameworks.
- ❖ Responsible for technical approach, engineering practices & technology evaluation for media management teams.
- ❖ *Key Technologies:* Java8-11, Spring Boot, PostgreSQL, Oracle, Neo4J, Elasticsearch, Angular/AngularJS, Cloud / AWS, JSON, CI/CD, Jenkins, SonarQube, Jira, REST, Node JS, Scrum/Kanban

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## TECHNICAL SKILLS

The Java ecosystem.

Web & distributed systems (architecture / design / implementation).

High volume/ high-availability systems.

CI/CD.

Cloud native (AWS, GCP).

Relational & NoSQL databases.

Agile (Scrum, Kanban) & Lean.

## LEADERSHIP SKILLS

Global/distributed software development & remote teams.

Application portfolio management.

Building internal and external partnerships.

Growing technical teams / members.

## LANGUAGES

Java, Python, JavaScript/ TypeScript, C++, C, PHP

## **FIS (Formerly SunGard), Chicago — Technical Product Manager**

JUL 2011 - NOV 2013 - Technical Product Manager

- ❖ Ultimately responsible for the value proposition, quality, and on-time delivery of strategic technical product enhancements.
- ❖ Delivered key RESTful service interface(s) enabling customers to integrate into their broader fund accounting workflows.
- ❖ Helped formulate and subsequently develop the new HTML5 user interface framework, working together with multiple business units.
- ❖ Defined and coordinated launch activities for the product's new user interface.
- ❖ Directly and indirectly led multiple teams globally.
- ❖ *Key Technologies:* Java, REST, AngularJS, JUnit, Bugzilla

MAY 2009 - JUL 2011 - Implementation Support Manager

- ❖ Responsible for ensuring the operational success of our most important customers around the world.
- ❖ Provided escalated technical assistance to our professional services staff.
- ❖ Identified opportunities for solution sales in performance methodology and single sign-on.
- ❖ Specialized in analyzing performance data and improving product performance and/or demonstrating SLA adherence.
- ❖ *Key Technologies:* Java5, Sybase / Transact-SQL, F5 LTM, Solaris, Linux, LoadRunner, statistical/structured analysis.

NOV 2005 - MAY 2009 - Architecture Manager / Lead Distributed Architect

- ❖ Assimilated technology trends, identified technology capability gaps in the product, and devised shared solutions/enhancements to support new functionality.
- ❖ Created single sign-on capability across multiple products to enhance usability and create the foundation for a suite of integrated products.
- ❖ Directed the work of a small, multi-national architecture team and coordinated deliverables within and across the product release cycle.
- ❖ Communicated forward-looking technical roadmap to existing and prospective clients.
- ❖ *Key Technologies:* Java / JEE, XML, WebLogic, Linux, IIS, ASP, Windows Server

## **Singleton Software, Chicago — Founder**

NOV 1999 - NOV 2005 - Technical Product Manager

- ❖ Created one of the very first self-order kiosks for McDonald's.
- ❖ Provided the first trade message monitoring, tracing tool for the Chicago Board of Options Exchange; at the time providing status, routing, & failure visibility to 80 million messages per day.
- ❖ Spearheaded the creation of Caremark's leading-edge outbound call center application to provide health education & behavior modification to chronically ill patients.
- ❖ Helped Citadel Investments launch a cash management system for their security lending business to support cash position optimization through reporting, forecasting, and cash transfer.
- ❖ Rescued a web-based account management project that was using SilverStream at a large insurance client.
- ❖ *Key Technologies:* Java, CORBA, Tibco, XML, XSLT, Oracle, Sybase, Swing, high-volume/performant systems.

*~ Early career experience omitted for brevity ~*

## **EDUCATION**

### **Northern Illinois University, Dekalb, IL — MBA**

Beta Gamma Sigma Honor Society

Executive MBA program

### **University of Delaware, Newark, DE — (Incomplete) Ph.D. Cognitive Psychology**

Knowledge representation in humans and machines. LISP, Neural Networks, early AI

### **Southern Illinois University, Carbondale, IL — B.A. Psychology**

Neuropsychology and cognitive processing. Statistical analysis of EEG components. Senior thesis.