

SEAN M. COOPER

(708) 218-2667 · sean.m.cooper.ak@gmail.com · <https://www.linkedin.com/in/seancooper/>

EXECUTIVE SUMMARY

A coach for your development teams!

People-focused, and passionate leader recognized for consistent excellence in employee mentorship, team development, process analysis and improvement, and implementation of cross-organizational development standards.

Skills & Competencies

- Agile
- API
- Azure
- Azure DevOps
- Business Analysis
- Change Management
- C#
- Database Design
- Enterprise Architecture
- Infrastructure as Code (IaC)
- IT Management
- JavaScript
- Jira
- Kanban
- Management
- Off-Shore
- Project Management
- PostgreSQL
- RESTful WebServices
- Risk Identification
- Scrum
- Software Architecture
- Software Development
- Systems Analysis
- SQL Server
- Team Building
- Team Mentoring
- TypeScript
- Web Applications
- Web Development
- .NET

Professional Experience

PlanetDDS - Newport Beach, California · 7/2022 -1/ 2024

Market-leading cloud-based dental practice management software.

Software Development Manager/Interim Product Owner - Legwork

Successfully built and managed two development teams (NorAm, India) utilizing Node.js, React, JavaScript/TypeScript, PostgreSQL, Debezium, Kafka, Docker, Kubernetes, and Mongo on GCP while also serving as interim-Product Owner and supplemental developer.

- Improved team delivery velocities by 25% and 33%.
- Improved team sprint completion rates by 37% and 69%.
- Guided teams to first on-time delivery of roadmap projects in over 3 years.
- Improved team satisfaction scores from 5 to 9.5
- Supervised over 60 code deployments during 2023.
- Implemented system to track key metrics for team performance evaluation.
- Developed code standards and developer onboarding processes, and implemented key guiding principles.
- Trained teams in SQL query optimization techniques using Postgres including working against tables with over 100M rows.
- Improved key queries with > 1000% performance improvements against a 3.5TB database.
- Delivered a department-wide training on SQL development techniques and best practices.
- Refined teams understanding of Scrum processes and principles.
- Implemented new PBI workflow to streamline PBI management and provide increased visibility to stakeholders.
- Presented training to all company Product Owners on creating effective User Stores and improving PBI refinement processes.
- Established tech roadmap for reduction of technical debt
- Built a system to standardize, amalgamate, and report on development data for 12 scrum teams with information sourced from Jira, GitHub, and Azure DevOps in the company using C#.Net, Azure SQL Database, and Azure functions.
- Built a tool to analyze dependencies across 32 GitHub repositories and create PBIs for updating them using C#.Net

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PROFESSIONAL EXPERIENCE *Continued*

- Delivered product enhancements and resolved lingering technical debt issues using React and JavaScript/TypeScript
- Internally identified as a high-performing manager.
- Retained key, high-risk employee.

Silverwork Solutions Chicago, Illinois · 10/2021-7/2022

Delivers software to automate and streamline functions within the mortgage industry.

Lead Software Engineer - Cloud

Joined the company to develop a migration strategy away from on-prem software installation to managed cloud services in Azure. Built and managed two developme teams.

- Introduced Infrastructure as Code (IaC) concepts to the company.
- Evaluated and selected IaC software for deploying client infrastructure in Azure
- Built a team dedicated to deploying client infrastructure in Azure
- Developed deployment processes for cloud infrastructure
- Developed migration path for clients to move from on-prem to Azure
- Established new standards for client infrastructure configuration
- Wrote initial version and managed the development of C# libraries to simplify usage of the selected IAC provider
- Drove security audit of all cloud resources
- Managed remediation actions based on the results of the audit
- Drove adoption of Azure DevOps for Product Management
- Refined Agile processes including use of Scrum and Kanban
- Assumed management of a support team with 6 junior developers

iPortalis, Highland Park, Illinois / Harrogate, North Yorkshire, United Kingdom · 7/2015-10/2021

Providers of cutting-edge license & user management and workplace analytics platform delivering robust, data-driven insights

Director of Development 11/2020-10/2021

- Promoted to reflect my role within the company in setting the direction of the primary software product.
- Continued to serve as senior software architect and lead developer
- Partnered with Product Management to develop and execute roadmap features
- Championed and delivered a third iteration of the software

Software Development Manager 3/2020 - 11/2020

- Promoted to reflect my leadership role within the organization managing a team of Europe-based developers
- Assumed full responsibility for managing all developers and QA engineers
- Directed updates of the application to allow for deployment into Azure
- Reduced the code base by 50%

Director of UI Development 6/2016-3/2020

- Promoted to reflect expanded scope over User Interface
- Architect for new UI and API (v7) using C#, .Net MVC, JQuery
- Initiated and led the transition into Agile development (Scrum) from Waterfall
- Drove hiring of Test Automation Engineer and Scrum Master
- Implemented development code standards and practices

Senior Developer 6/2015-6/2107

- Delivered significant UX improvements
- Delivered proof-of-concept and wireframes for new UI experience

Instec, Naperville, Illinois · 7/2013-7/2015

Provides technology platforms that help insurance companies create and launch new insurance products within 60 days

Senior Developer

Led significant automation momentum across the business to eliminate myriad process inefficiencies, redeploy resources, and enable Cloud/digital transformation. Thought leader championing greater system architecture documentation; advising executive leadership on TFS implementation strategy.

- Successfully automated creation of Cloud Services and storage accounts, and establishment of Config Transforms in Azure. Created proof-of-concept and initial code for working with Azure files.
- Developed Powershell utility for uploading large page blobs, maximizing speed while minimizing space utilized.

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PROFESSIONAL EXPERIENCE *Continued*

Chamberlain Group, Elmhurst, Illinois · 4/2012-7/2013

Market leader in property access products, including the acclaimed “LiftMaster” garage door and gated entry systems

Business Systems Analyst, eCommerce

Led numerous business system transformations supporting advancement of the company’s Web/Cloud presence and eCommerce strategic objectives—from general performance improvement to coding, SEO, domain naming conventions, and microsites. Sole support for 17 external sites and Intranet; largest site tied to \$40M+ annual sales revenue.

- Initiated and led procurement process (RFQ/RFP) for new Web CMS to facilitate Marketing’s creation of a new website. Recommended and implemented a product costing \$40,000 (versus other quotes of \$330K). Managed redesign from technical/CMS side. Delivered a highly functional and successful product to the business.

Intertek Testing Services, Oak Brook, Illinois · 6/2011-3/2012

A leading total quality assurance provider to industries worldwide; innovative testing, inspection and certification solutions

Senior Developer

Primary focus was on two key web applications with a global user ecosystem requiring 24/7 system uptime. Charged with advancing the company’s architecture and development practices to improve overall application performance.

- Analyzed how existing technologies were implemented to isolate inefficiencies.
- Implemented custom .Net controls, jQuery, and an XML-based framework, replacing all core classes and system architecture.
- Reduced dashboard load time by 94% (four minutes to less than 15 seconds)

Ideosity, Elgin, Illinois · 2/2009-6/2011

A custom software/web development company focused on increasing application performance for enterprise clients

Lead Developer & Co-Founder

Co-founded the company with two coworkers; entrusted with critical input on the direction of the business. Implemented development standards and modernized architecture strategies. Held broad managerial and HR-related purview.

- Created jobs and job descriptions. Interviewed, hired, trained, and mentored new employees. Oversaw Sales staff and shadowed sales calls.
- Migrated Development to a .Net 4.0 framework and Visual Studio 2010. Developed a cross-platform, in-text advertising system allowing clients to monetize content on their sites—precluding the need to share revenue with ad companies. Developed XML and Web-based CMS systems.
- Co-developed a suite of Web/SEO evaluation tools capable of analyzing 60+ factors across multiple pages.

WMH Tool Group, Elgin, Illinois · 1/2006-2/2009

A leading manufacturer of power-driven hand tools, including drills and snagging grinders; marketed to U.S. customers

Team Lead, Application Development

Led migration from Access-based to latest .Net development utilizing Web Services and compatible technologies. Drove company to embrace SDLC, SaaS/Cloud deployment, and a company-wide service-oriented architecture using early microservices. Key role in growing annual sales revenue from \$200M to \$500M during tenure.

- Built and mentored the Development team from scratch; team members later rose to executive positions in Fortune 100 companies. The team was cost-neutral every year due to both cost savings and sales lift.
- Launched five eCommerce sites in five months. Drove project including design of system architecture; 50% smaller page sizes versus competitors; capable of handling 25,000 unique visitors with a single web server.
- Designed websites to enhance SEO; doubled weekly traffic; top 3 Google placements on average. Implemented new site architectures that decreased page load times to ~1 second.

Prior: OWNER/DESIGNER, SANEY GRAPHICS (2005-2006); PROGRAMMER, ABBOTT LABS (2005); PROGRAMMER & HELP DESK, EDDIE BAUER (2000-2005)

PROFESSIONAL DEVELOPMENT

Azure Data Fundamentals

Microsoft

Certified Scrum Master

Scrum.org

Search Engine Optimization Certificate, Bruce Clay SEO