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## **Software Engineering Technical Manager/ Agile Coach, increasing agility and employee satisfaction**

I have extensive experience in software design and development and hands-on management. I bring a unique blend of strong management *and* strong technical skills, having focused on both my whole career (I have degrees in both). I strive to maximize both team performance and employee satisfaction through aligning (and meeting) goals and expectations with empathy for both sides.

I've been focusing on agile and lean values, principles, and practices for over a decade. I've helped companies increase their agility, driven the transformation at multiple companies, and fostered teamwork to maximize the effectiveness of the entire group. I support the agile/lean community as a Board member of Agile New England.

My strengths are my diversity and depth of experience, perseverance, ability to learn new technologies quickly, organizational skills, and communication skills. I'm happiest when I'm collaborating on hard problems, mentoring others, establishing best practices, and improving software development environments.

I am looking for an opportunity to make a difference in an agile environment working on products that matter. You can read more about my skills and projects at <http://www.thekramers.net/portfolio>, and more about me at my website, <http://www.thekramers.net>.

## **SKILLS**

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### **Management**

Hiring, mentoring, conflict resolution, promoting employee satisfaction, presentation skills, resource planning, knowledge management, interfacing with other groups, including non-technical ones.

### **Agile/lean coaching and transformation**

Scrum, Kanban, team building, agile tool training and configuration, retrospectives, backlog grooming, story writing, mob programming, pair programming, requirements gathering, story mapping, product roadmaps  
ICAgile Certified Professional – Agile Coaching (ICP-ACC) certification

### **Languages and Technologies**

Java, J2EE, Eclipse, JavaScript, XML, HTML, CSS, AJAX, REST, Python, bash, Mercurial, Subversion, Git, Jenkins, Stash, Artifactory, Puppet, MySQL, Oracle, Apache, Tomcat, Solr

### **Application Environments, Methodologies, and Markets**

Agile/Lean/Kanban, eCommerce, web services, client/server, semantic web, cryptography, localization, branding, training, assessment, simulations, DevOps, automation, financial, ETL, LMS, HR, CRM, BPM, POS, TPS, batch

### **Operating Systems**

Linux, Windows, UNIX, Mac

## **EXPERIENCE**

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### **Lean Agile Partners**

**09/2018 – Present**

#### **Agile Technical Coach**

#### **Agile coaching, Story writing, code quality, tools configuration**

Lean Agile Partners is an Agile Coaching group. I am working with them part time, helping an MIT medical device startup with the FDA regulatory requirements, and Agile, and software development best practices. My focus is on the technical side of Agile software development, tools, setup, writing testable code, technical user stories, and version control.

### **Agile New England**

**10/2017 – 04/2018**

#### **Agile Games 2018 Conference Organizer (Conference was in April 2018)**

#### **Management, project management, partnerships, budgeting, event planning, vendor coordination**

Agile New England is a community-based not-for-profit group focused on Agile and Lean principles and methodologies. In addition to being on the Board for the past 10 years (I still am), I am an organizer for our annual international Agile Games conference, which teaches (and teaches how to teach) Agile and Lean through simulations and demonstrations, as well as helping with our Mob Programming conference, held immediately after. I have been organizer or co-organizer of this conference for 5 years. I was involved in recruiting and onboarding volunteers, seeking and contracting with vendors and sponsors, planning food, programming and the conference theme.

**ShoeBuy.com, Boston, MA (now Shoes.com)**

**12/2015 – 06/2017**

**Software Engineer Manager**

**Management, Scrum, Kanban, Java, JSP, Solr, Spring, Maven, Artifactory, Git, Jenkins, Oracle, ETL, DevOps, Continuous Integration**

ShoeBuy is an eCommerce site, selling footwear, clothing, accessories, and household items, founded in 2000. Their relatively small size and strong analytics lets them change quickly with the market and maximize conversion. I was Manager of the company's 10 Java, Perl, and UI Software Engineers, developing the eCommerce site, order processing, partner integration, content management, and catalog management systems. When I first started there, I was more focused on team building, building automation, and transforming the team to Scrum and Kanban. Later on, I was more focused on implementing a new product catalog management system and a search engine based on Solr.

Key accomplishments:

- Team size doubled, increased employee satisfaction, and instilled a team focus with shared responsibility for story completion and quality, increasing the team's effective output. Also helped with talent acquisition in other groups, like QA and IT.
- Worked with the PMO to redesign our processes and tools to better track our work's progress, increase our effectiveness, and aide resource allocation, while increasing employee satisfaction.
- Increased the team's agility through agile coaching and team building, which reduced work in progress and increased the reliability of our development process.
- Worked with the IT team to develop automated CI/CD build and test solutions to support our SDLC, as well as defining that process, including branching strategy, review process, and release process.
- Designed and helped implement a new Solr-based search service to search
- Coordinated the work on their product ETL tool, as well as contributing to the design

**McGraw-Hill Education, Boston, MA**

**Technical Manager**

**03/2014 - 10/2015**

**Management, Java, JavaScript, Spring, Maven, Artifactory, Stash, Git, Jenkins, Oracle, ETL, Solr, ElasticPath, AEM, Amazon AWS Linux, DevOps, Continuous Integration, knowledge management**

McGraw-Hill Education is a learning science company that draws on its more than 100 years of educational expertise to offer solutions which improve learning outcomes around the world. I worked for the Digital Platform Group. My group, Unitas, built the enterprise eCommerce system that is the foundation for our company website, and a unifying experience for all of our customers

I was hired as a Technical Lead and quickly promoted to Technical Manager. I manage a team of about 8 employees and contractors. My team worked on the extract and transformation of the product data from the system of record to all of the other components of Unitas (search, catalog, SEO, etc), enriching the data and enforcing business rules to make sure each component gets complete, consistent data. We were also responsible for the front end pages that represent those products and control who can buy them, and at what price.

Key accomplishments:

- Hired out the entire Boston software team, and worked with the PMO to develop and train the team on agile practices, and helped select and configure our agile tools
- Successfully transformed our outsourced team members from disengaged coders to first class team members who contributed to designs and communicated openly.
- Designed much of the architecture that drives the flow of tens of thousands of products throughout the system as well as the search system that drives searching, browsing, filtering, and relevancy.
- Lead the effort to consume our catalog from one system of record to another in a very short time, working with the database teams, the business units, and the rest of the Unitas teams.

**ADP, Marlborough MA (was Workscape)**

**06/2010 - 03/2014**

**Lead Software Engineer**

**Java, Flex, Scrum, Eclipse, Spring, Hibernate, Ant, Mercurial, Maven, Jenkins, Puppet, Oracle, Linux, Cygwin, DevOps, Continuous Integration, testing, knowledge management**

Workscape offers HR talent management and benefits administration software as a service. Workscape was bought by ADP in 2010, and their SAAS talent management, LMS, and OBA products were incorporated into their offerings. I worked on their Talent Management application.

I lead teams of 3-4 developers, working with POs and QA, planning, code reviewing, mentoring, and hands-on software engineering in an Agile environment. Our core product uses a Java Servlets/Oracle/Spring/Hibernate back end, with the primary front end being Flex-based.

## Key accomplishments:

- Drove knowledge management, presenting several brown bags, and promoting cross-team training, which was critical to support our growth rate.
- Instituted new development practices to increase our agility and quality, and establishing a better interface with other groups as part of being Team Lead of the Product Development Support Group.
- Agile training through presentations and demonstrations, agile tool selection and configuration
- Developed a batch job automation system used to process client data, automated deployment systems, and a bash-based unit testing framework, leading to quicker problem detection and more accurate reporting.

### **Litle & Co., Lowell, MA (now Vantiv)**

**11/2009 – 02/2010**

#### **Principal Software Engineer**

**Java, Eclipse, Ant, JBoss, Tomcat, XML, JDBC, Accurev, DB2, Agile, Unit/integration tests, Linux**

Litle & Co. is a leading payment management and processing platform. They provide transaction processing and consultative merchant services. Litle acts as a middleman between merchants and the credit card companies and banks. I worked on several components, including disaster recovery, statistical analysis of transactions, and interfacing with the credit card companies. The development environment was fully agile, with pair programming, monthly iterations, TDD, retrospectives, and integration tests.

### **Metatomix, Dedham, MA (now defunct)**

**12/2008 – 10/2009**

#### **Platform Developer (Laid off)**

**Java, Eclipse, Ant, OSGi, Tomcat, XML, JDBC, Subversion, MySQL, unit tests, BPM, Linux, Windows**

Metatomix has a software platform that imports and exports documents and their metadata from different sources, transforming, merging, and routing them. The target markets are the banking industry and law enforcement agencies, where it is used to share information about individuals and locations across agencies. I worked on the application core, adding BPM workflow functionality. Another product I worked on extracts metadata from unstructured documents, parsing, clustering, and presenting them in a faceted browser.

### **Aptima, Woburn, MA 10/2005 - 12/2008**

**Team Lead (Manager), Consulting Software Engineer, and Webmaster.**

**Java, J2EE, machine learning, natural language processing, Eclipse, Web, JavaScript, XML, HTML, CSS, AJAX, REST, PHP, Apache, Tomcat, Python, MySQL, SQL Server, Agile/Scrum, training, simulation, cryptography, Subversion, Linux, Windows**

Aptima focuses on human-centered engineering; organizational design, user-centered technology, and training systems that make individuals and teams more effective for all levels of commercial, government and military organizations. I managed a team of Software Engineers, worked on projects as an individual contributor, and consulted on company-wide technologies and solutions. Some of those projects focused on machine learning, team formation, organizational modeling, training effectiveness, and faceted browsing of federated data sources. I also drove their Agile transformation, and developed a cross-platform, distributed, multi-threaded build and unit testing system.

Several of the projects I lead (from a technical perspective) at Aptima we run using Scrum-based practices. Since these projects involved scientific discoveries, models, and algorithms, the iterative approach and frequent demonstrations with the customer greatly improved the end product and delivery timeframe.

## **PROJECTS AND ASSOCIATIONS**

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### **Associate Director and Speaker, Boston Linux and UNIX group**

<http://www.blu.org>

A non-profit group educating about, and advocating for, Linux, UNIX, and Free/Open Source software.

### **Director of IT and Board member, Agile New England**

<http://www.agilenewengland.org>

A non-profit group focused on Agile/XP/Scrum/Lean software development methodologies. In addition to this role, I organized and ran ANE's annual Agile Games conference for the past 5 years.

### **Co-inventor, Patent No. 6,073,105**

A method for bi-directional data synchronization between a website and telephony system.

### **Co-inventor, Patent Application No. PCT/US2009/030876**

A method and system to predict the likelihood of topics based on the prevalence of other topics in the past.

## **EDUCATION**

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### **Hofstra University**

Bachelor of Business Administration, 1987.

Dual Majors in Business Computer Information Systems and Management