John Zeren

7013 Potomac Ct, Raleigh NC 27613
Phone: 919-673-4733: Email: john@johnzeren.com
Website: http://johnzeren.com

Software Engineering and Technology Leader

Results-oriented technology leader with over 16 years of experience in software development, architecture, and executive roles. Proven track record of driving growth, leading large engineering teams, and delivering strategic solutions.

Leadership Experience

Hello Alice   **08/2021 – Present**

VP of Engineering, Product

Hello Alice provides a SaaS platform for small business owners, emphasizing resource accessibility and funding connections, including small business loans, grants, and a branded credit card.

Key Achievements

- Modernized platform stack by introducing NextJS for improved performance and user experience.
- Implemented an authentication and identity platform using Okta's Auth0 tool to collaborate with large financial institutions.
- Successfully attained SOC2 Type 2 and PCI Compliance within one year of employment.
- Led the team in launching a Hello Alice branded credit card, integrating it seamlessly into the platform.
- Added features such as an interactive customer dashboard, robust search functionality, and an e-commerce storefront for purchasing workshops, tools, and business-related items.
- Introduced a loyalty rewards functionality to enhance user engagement.

Leadership and Growth:

- Rapidly expanded scope from Director of Engineering to VP, overseeing QA, Architecture, Compliance, Security, and IT organizations.
- Grew the engineering team from 13 to 30 in under six months.
- Navigated through economic downturns and layoff rounds, contributing to the company's profitability.
- Maintained dedication and grew in influence, thought leadership, and scope of delivery.

Agile Transformation:

- Introduced and matured Agile concepts and tools, educating non-engineering teams on process and project management.

- Achieved full environment separation in infrastructure and implemented QA Automation.
- Led vendor management initiatives, successfully integrating multiple vendors and overseeing on-time project delivery.
- Spearheaded a personalization effort utilizing a recommendations engine to enhance platform actions based on user data.
- Collaborated closely with the data and analytics team to produce company and enterprise reporting on platform users.

Blue Acorn iCi   10/2017 – 08/2021
SVP of Software Development

- Led software development practice overseeing 4 major enterprise platforms for Fortune 500 clients.
- Grew ownership of the engineering practice from 25 to ~200 members, improving billing capacity from ~$7M to ~$50M.
- Expanded organizational scope to oversee all delivery across 4 major platforms, achieving a record high 98% utilization rate.
- Implemented Onboarding Program, Adobe platform certifying and making college recruits billable within 6 months.
- Led technical, strategic, and sales discussions up through the C-Suite in Fortune 500 Companies.
- Shaped estimation organization and methodologies for $1M+ contracts.
- Provided direction for project implementation teams, maintained certified professionals for Adobe Systems.

Charter Communications   05/2016 – 09/2017
Sr. Software Development Manager

- Aligned Time Warner Cable and Charter on web technology post-acquisition.
- Managed AEM development teams through site consolidation, achieving streamlined processes.
- Focused on maintaining customer orders on 3 ecommerce platforms by driving all sales traffic through a single AEM component.
- Organized release management for multiple projects on 2-week cadences, aligning with agile sprints.
- Facilitated agile ceremonies, provided vendor management, and mentored direct reports.
- Made decisions around application behavior, system health, and release management.

Time Warner Cable   01/2013 – 05/2016
Sr. Software Engineer

- Utilized scrum to build and maintain code for Time Warner Cable flagship site.
- Served as scrum master, designed and built Adobe Experience Manager

(AEM) components, and managed code deployments.
- Led daily scrum sessions, reported team status, and organized end-of-sprint demos.
- Designed and built front-end components using AEM, developed servlets and OSGi services.
- Contributed to responsive web design, integrating conditional code for different screen resolutions.

Integrated Industrial Information (I-Cubed)   08/2008 – 01/2013

Software Engineer / Team Lead

- Worked across business units as a software engineer and implementation consultant.
- Developed customizations for partner technologies (PTC and Adobe), provided training, and led a small team.
- Key projects included Adobe CQ5 Implementation, LiveCycle Rights Management ES2 Implementation, and CAD Drawing to PDF Printable Generation with Stamping.

Dakno Marketing   07/2005 – 08/2013

Software Engineer / Team Lead
- Worked across business units as a software engineer and implementation consultant.
- Developed customizations for partner technologies (PTC and Adobe), provided training, and led a small team.
- Key projects included Adobe CQ5 Implementation, LiveCycle Rights Management ES2 Implementation, and CAD Drawing to PDF Printable Generation with Stamping.

Education and Training

North Carolina State University, Raleigh NC   08/2000 – 05/2005

    Bachelor of Science, Major in Computer Science

Xavier University, Cincinnati OH   06/2016 – 12/2018

    Masters, Business Administration

Training

- Adobe LiveCycle ES: Technical Platform, 2009
- Adobe LiveCycle ES2 Developing Forms, 2010
- Adobe CQ5 Developer Training, 2012
- Git Training, 2013
- AppDynamics, 2014
- CloudBees (Jenkins) CI/CD 2016
- React JS, 2019
- AWS, 2021
- Ruby on Rails, 2021

- New Relic, 2023