

# Steven Joseph

## Software Engineering Manager

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### SUMMARY

With two decades of experience as a software engineer, I transitioned into management and have had remarkable success. I have a proven track record of boosting engineering velocity, enhancing communication and team morale, and significantly amplifying productivity. My people-centric, servant-leader approach has allowed me to hire, mentor, and level-up engineers. Drawing from my background in psychology and professional teaching, I possess a potent skill set for effective team management. This translates into reduced stress among developers, streamlined communication across teams and departments, elevated job satisfaction ratings (resulting in lower turnover), and demonstrably higher productivity.

### EXPERIENCE

#### EMCEE

##### Software Engineering Manager

MARCH 2023 - JANUARY 2024

- Boosted delivery velocity by 230% through strategic initiatives
- Led three teams specializing in Core Development, Data Science, and DevOps
- Oversaw Engineering hiring processes
- Launched Developer Education program to enhance team skills
- Guided two Software Engineers to managerial positions
- TypeScript, JavaScript, React, Node.JS, AWS Serverless and Lambda, Machine Learning, Postgresql, Kafka, GraphQL, PHP, HTML, Docker

Built out incredible engineering teams, started “The Guilds” education program, and introduced new and refined existing processes which lead to a remarkable increase in both velocity and employee satisfaction. Started DevOps and led infrastructure revamp.

#### SKYTRAC Systems

##### Enterprise Software Engineering Manager

AUGUST 2021 - SEPTEMBER 2022

- Improved Customer Support ticket response time from days to hours
- Boosted productivity by over 300%
- Streamlined processes by 85%
- Dramatically reduced stress levels from 8.5 to 1.7
- Enhanced inter-team communication
- Java, JavaScript, AWS Microservices, HTML

Promoted from Lead Software Developer, I lead a massive reform in communication, policies, and critical processes. My strategic initiatives were successful, with productivity soaring by over 300% by EOY, and developer stress plummeted to an impressive 1.7 / 10.

### MANAGERIAL SKILLS

Technical Leadership  
People and Team Management  
Guidance, Mentorship, and Professional Development  
Project Management  
Applied Psychology and Professional Relationship Management  
Risk Assessment, Decision-Making, and Delegation  
Efficient Organization and Scheduling  
Technical Assessment and Interviewing  
Compensation Management  
Performance Enhancement Strategies  
Jira Management and Administration  
Kanban and Scrum Agile Methodologies  
Release Management



### TECH SKILLS

Software Architecture and Development  
TypeScript and JavaScript  
Node.JS and Express  
C#  
Java  
MySQL, Postgres, MongoDB, Cassandra  
React  
PHP (LAMP stack)

## Collage.com, Inc

### Lead Software Engineer

SEPTEMBER 2019 - JULY 2021

- Full stack team lead
- Refactoring legacy code to use modern frameworks and standards
- Frontend: React, TypeScript, JavaScript
- Backend: PHP, MySQL

Designed and implemented new, high-impact, customer facing features which dramatically increased conversion rate and company revenue. Worked closely with PMs and across teams to add value to the company independently of programming tasks. Organized company functions, mentored teammates, boosted communication and morale, and improved team cooperation.

## Karat Inc

### Senior Interview Engineer

AUGUST 2018 - SEPTEMBER 2019

- Commended for high-quality performance and communication
- Conducted more than 200 technical interviews
- Java, C#, Python, C++, PHP, Ruby

## BrainCheck, Inc

### Lead Engineer

MARCH 2018 - JUNE 2018

- Led the software engineering team
- Developed formal engineering plan and guidelines
- Revamped stakeholder groups for improved communication and performance
- JavaScript, Ember.js, Ruby, and MySQL

Dramatically increased productivity by envisioning and implementing a company-wide restructure which increased communication between teams and allowed for better milestone prioritization. Being highly motivated, I took the initiative to draft and enforce a formal engineering plan to define proper engineering procedures around adding new features, automated testing, dev-ops, and code reviews. Raised engineering and delivery standards, rewrote product-critical features to fix data corruption which had been plaguing the product since the first release, and set the rest of the team up for success by maintaining these standards.



## TECH SKILLS (continued)

Git (GitHub, GitLab)

AWS Cloud Services

Terraform

Ansible

Docker

Code Reviews



## EDUCATION

BS in Computer Engineering  
California Polytechnic University

BS in Computer Science  
DigiPen Institute of Technology

## LANGUAGE PROFICIENCIES

English (native)

Spanish (fluent)

American Sign Language (fluent)



## Analytics Fire, LLC

### Team Lead and Project Manager

JULY 2016 - OCTOBER 2017



- Leadership of teams comprising three to ten members
- Direct communication with clients
- Establishment and management of schedules, prioritizing project milestones
- Java, JavaScript, and Python

## Cuauhtémoc University

### Professor of Programming

MARCH 2016 - DECEMBER 2016



- Video game design and implementation in C#
- Taught fundamentals of engine design, code architecture, and object oriented programming
- On site, class of 22 students

## HBO Code Labs, Inc

### Senior Software Engineer

APRIL 2012 - JULY 2015



- Specialization in big data processing and algorithm design
- Revision of client libraries
- Development of backend media consumption and processing services in cloud environments
- JavaScript, Node.JS, and Java

## Nintendo Software Technology

### Senior Engineer III

FEBRUARY 2009 - MARCH 2012



- Engine design and networking in C++
- Mario vs. Donkey Kong 3
- Built Video On-Demand Framework
- Built two clients on top of said framework: BBC iPlayer and Kirby TV Channel