

Steven Joseph

Software Engineering Manager

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As a software engineering manager, I utilize the servant-leader methodology to be a people manager that, when combined with twenty-plus years of software development experience, allows me to be a key hands-on contributor to growing software as well as growing engineering teams.

My background in psychology and professional teaching gives me a unique and powerful team management skill-set that results in lower stress amongst developers, more effective communication between teams/departments, higher job satisfaction scores, and measurably higher productivity.

Despite transitioning to management, I still code daily and find it beneficial to participate in technical planning, pair programming, and developer mentorship. I am focused on efficiency and productivity and achieve this via my principles of management:

- Open, honest, and bi-directional communication
- Clear delineation of responsibilities
- Investing in individuals pays off

Relevant Skills:

- Technical Leadership
- Mentoring and Training
- Project Management
- Psychology and Interpersonal Relationship Building
- Risk Management, Decision Making, and Delegation
- Organization and Scheduling
- Department Administration: Technical Interviews, Hiring, Salary Management, Performance Improvement Plans
- Jira & Confluence
- GitHub & GitLab
- CI/CD Platforms
- Docker for Dev and Deployment
- Java, C# .NET
- TypeScript, JavaScript, PHP
- Windows and Linux Platforms
- Local and Cloud Environments
- Agile / SCRUM / Kanban
- Jira (custom tools, flows, processes)

Work Experience:

SKYTRAC Systems

Software Engineering Manager
08/2021 - 09/2022



- Nine Software Developers
- Increased productivity
- Lowered stress
- Streamlined processes
- Increased communication between teams
- Lowered CS ticket response rate from days to hours

Though I was originally hired as a Lead Software Developer, I was quickly promoted to Manager. My primary goal was to **increase productivity** on the team by **reducing employee stress**; this meant improving communication both within the team and with other departments, organizing the roles and responsibilities, **establishing a 30-day and 3-year roadmap**, and setting up new, better tools for the developers.

Within the first few months I reduced the median stress level from 7.5 (out of 10) to 2. I removed roadblocks to allow my team to focus on their work, established intra-team communication protocols, and invested heavily in internal tools. The net result was a **300% productivity increase** from the year prior and **higher job satisfaction scores** from my team.

Collage.com, Inc

Lead Software Engineer
09/2019 - 07/2021



- TypeScript, JavaScript, React
- PHP, MySQL
- Front end development
- Backend API design and implementation
- Feature design and implementation
- Refactoring legacy code to use modern frameworks and standards
- Completely remote environment

Worked on the **frontend and backend**. Tasked with **refactoring a legacy codebase** from Backbone and JavaScript to **React**, Mobx State Tree, and **TypeScript**. 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. Proactively organized company functions, mentored teammates, boosted communication and morale, and improved team cooperation.

Karat, Inc

Senior Interview Engineer
08/2018 - 09/2019



- Java, C#, Python, C++, PHP, Ruby
- Noted for high-quality performance and communication
- Completely remote environment

Gave over 200 **technical interviews** to candidates for Karat's partner companies, such as PayPal, Intuit, and Pinterest which resulted in many successful hires. I was repeatedly commended for consistently stellar reviews from candidates.

BrainCheck, Inc

Lead Engineer

03/2018 - 06/2018

- JavaScript, Ember.js, Ruby, MySQL
- Implemented formal engineering plan and guidelines
- Restructured teams for improved communication and performance
- Remote environment (with quarterly traveling)



Dramatically **increased productivity** by envisioning and implementing a company-wide restructure which increased communication between teams and allowed for better milestone prioritization. Took 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.

Analytics Fire, LLC

Team Lead & Project Manager

07/2016 - 10/2017

- Java, JavaScript, Python
- Teams of three to ten members
- Communicated directly with clients
- Scheduled and prioritized milestones
- Completely remote environment



My teams built web sites and online applications including a single-page app for a health service company which met FDA Privacy Act regulations, and SunPower Helix, a complex blueprint and layout calculator. Improved code quality and streamlined our GitHub practices. Actively participated in **programming, code reviewing, and technical mentoring**.

Cuauhtémoc University

Professor of Programming

03/2016 - 12/2016

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



Under a joint effort between the Mexican *Universidad Cuauhtémoc* and the Spanish *Universitat de Barcelona*, a new program was created to teach video game design, architecture, and programming. I **educated** the second year programming students, focusing on **algorithms**, hierarchy, and basic game engine design and construction.

HBO Code Labs, Inc

Senior Software Engineer

04-2012 - 07/2015

- JavaScript, Node.JS, Java
- Big data processing and algorithm design
- Rewrote client libraries
- Wrote backend media consumption and processing services in the cloud
- On site



Helped the CEO publicly save face by developing a **trade secret algorithm** that allows HBO to track password-sharing accounts and accurately determine account types. Slashed maintenance costs and development time by changing the client infrastructure from many-stacks to a **centralized codebase**. Upgraded the content management pipeline by building an **AWS cloud-based solution**.

Nintendo Software Technology

Senior Engineer III

02/2009 - 03/2012

- 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*
- On site



I implemented the **multiplayer networking** code, programmed gameplay and fixed bugs for *Mario vs. Donkey Kong: Minis March Again!* I developed the *Video On-Demand Framework*, integrating and optimizing a new, experimental Adobe Flash player, and enabling H.264 video playback on the Wii console. I worked with the Flash development teams to help build, debug, and optimize the frontend applications for the *BBC iPlayer* and the *Kirby TV Channel*.

Yama Games LLC

Chief Technology Officer

03/2010 - Present

- C# for Unity Game Engine
- JavaScript, PHP, MySQL
- ActionScript, Flash
- Lead small remote teams of developers and artists
- Managed projects to scope, schedule, and budget



My own private company that I use for experimental projects, to develop new technologies, or to work collaboratively to build new products. We have prototyped and produced over thirty games, and started up several web-based ventures in the Amazon Merchant and Bitcoin spaces.

Various Small Gaming Studios

Programmer

07/2006 - 02/2009

- C and C++
- Gameplay, UI systems, networking
- Worked in small teams from four to 12 developers



Worked on gameplay, UI systems, IO, and multiplayer/networking for several games, such as *Deadliest Catch: Alaskan Storm* (XBOX 360 and PC) and *Drawn to Life* (Nintendo DS).

Education:

California Polytechnic State University

Bachelors of Engineering in Computer Engineering

DigiPen Institute of Technology

Bachelors of Science in Real Time Interactive Simulation (Computer Science)