

Doug Klugh

doug@DevLead.io

(480) 310-5528

Career Roles

Software Development Manager (3 years)
Team Leader (10+ years)
DevOps Leader (7+ years)
Agile Coach / Scrum Master (10+ years)
Instructor / Trainer (10+ years)
Software Engineer / Developer (10+ years)
Database Developer (5+ years)

Certifications

AWS Certified Solutions Architect Associate
Certified SAFe 5 Agilist
Certified Scrum Master
Certified Scrum Product Owner
IBM Certified Solution Technologist
IBM Certified Solution Designer
IBM Certified Solutions Expert
IBM Certified Advanced Technical Expert

Frameworks & Tools

Agile, ASP.NET MVC, AWS, Azure, Boards, Bootstrap, C#, Cosmos DB, DB2, Eclipse, Enterprise Architect, Entity Framework, Fiddler, Git, JavaScript, Jira, Kanban, Office, NUnit, Pipelines, Rally, Rose, RSA, RUP, Scrum, SQL Server, Team Concert, TFS, UML, Visio, Visual Studio, VSTS, XP, xUnit.net, .Net Core

Summary

Software Engineering and DevOps leader with 30+ years of experience delivering advanced software systems for small and large companies. Managed 60+ software professionals over 3 years as a 1st and 2nd- level manager and continuing to provide individual and team leadership to hundreds more. Leadership experience also includes coaching for the Intel® Software Academy and sharing expertise through conference presentations, coaching, training, and blogs. I pride myself in succeeding where others have failed. My work has impacted some of the world's top brands including Intel, IBM, Bayer, Fiserv, Wells Fargo, Bank of New York, and GoDaddy to name a few.

Work Experience

Agile Leader | Nationwide Mutual Insurance Company

December 2016 - Present

Leading the development and delivery of software products servicing insurance agents, underwriters, and claims processors. Driving the alignment of software development with engineering best practices, along with Lean, Scaled Agile and DevOps methodologies. Supporting product delivery through management of capacity, demand, cost plans, iteration plans, program increments, release schedules, risk assessments and mitigation. Improving the delivery of software solutions across several organizations and numerous teams through SME leadership in Agile, DevOps, and software engineering - facilitating improvements in quality, predictability, productivity, and speed to market. Led efforts to stand up new software development lines to facilitate rapid delivery. Led eight other lines and assisted five others in the development of numerous specialty insurance and bond products.

Senior Consultant @ Nationwide | TEKsystems

September 2015 - November 2016

Led three software development teams and assisted two others in the development and delivery of numerous specialty insurance products. Drove the alignment of software development with engineering best practices and Agile development processes. Supported product delivery through management of capacity, demand, cost plans, iteration plans, release schedules, risk assessments and mitigation.

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Work Experience (continued)

Director of DevOps | Ipro Tech, LLC

December 2014 – May 2015

Led an organization of 7 engineering teams in the development of industry leading, e-discovery software products. Decreased lead time by 50% for six customer-facing desktop and web applications by accelerating the workflow from our development teams to our customers and increasing throughput by releasing smaller pieces of functionality more frequently. These improvements were realized through the adoption, training, and implementation of new processes, tools, and practices, including test and deployment automation.

Engineering Manager | Intel Corporation

January 2012 – April 2014

Effectively managed all enterprise software development for new and legacy software to support development operations in the CSG Software Center of Excellence. Developed and communicated product visions and roadmaps to various levels of stakeholders. Coached and mentored development teams in employing Agile practices, requirements engineering, data, process, and software modeling, design principles, implementation through clean, testable, and predictable code, along with creation and execution of test plans and test cases. Managed software configuration and release management activities to ensure the integrity of all software builds, product baselines, change management processes, version control, and IP plans for multiple product lines, including Intel® Rapid Storage Technology (RST) and Intel® Smart Response Technology (SRT). Built and sustained key relationships with teams, groups, and organizations across Intel. As Process Improvement Lead, I directed efforts to evaluate, improve, and manage our organization's software processes. As Security Champion, I led all efforts to ensure security requirements were being met throughout the development lifecycle for Intel® RST and Intel® SRT.

Technical Program Manager | Intel Corporation

August 2010 – December 2011

Supported the delivery of major upgrades to Intel® Smart Response Technology and Intel® Rapid Storage Technology products for both client and enterprise server solutions. While leading a major organizational change through the adoption of Agile practices in the CSG Software Center of Excellence, I coached, trained, and mentored Scrum Masters, Product Owners, and team members in delivering application and system software to align with the production release of new chipsets. As the Scrum process owner for our organization, I initiated a strategic shift in program planning to align with Agile principles. I also facilitated a Scrum of Scrums to coordinate numerous inter-team dependencies and facilitate continuous release planning for six development teams.

Software Engineer / Project Leader | GoDaddy

April 2008 – July 2010

Led the full-stack DevOps and solution development of a proprietary business intelligence framework for this world-leading Internet company. Delivered a single-page web application that provided decision support capabilities, trend analysis, forecasting, and monitoring of key business performance metrics related to Internet domains and Internet domains secondary markets. Served as build and release engineer to ensure integrity of software builds. Also, spearheaded my department's adoption and implementation of Scrum to improve quality and speed to market.

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Work Experience (continued)

Web Developer / AVP | Wells Fargo & Company

January 2007 – March 2008

Business Systems Consultant | Wells Fargo & Company

April 2005 – December 2006

Senior Consultant | Wells Fargo & Company

June 2004 – March 2005

Senior Consultant | Fifth Third Securities

September 2002 – April 2003

Lead Technical Consultant | Fiserv

February 2000 – May 2002

DB2 Consultant | Bank of New York Mellon

January 1999 – January 2000

Team Leader | Fiserv

April 1997 – December 1998

Data Warehouse Consultant | Bayer

August 1996 – March 1997

Business Systems Analyst | Highmark Blue Cross Blue Shield

April 1991 – July 1996

Systems Analyst | Marmon/Keystone

July 1988 – March 1991

Education

Bachelor of Science Degree | Computer Science

Slippery Rock University of Pennsylvania

Awards

Intel Achievement Award | Panther Point

December 2011