2150 HYDE ST. APT 6
SAN FRANCISCO, CA 94109
(859) 394-5450
SEAN.DESMOND@GMAIL.COM

SEAN DESMOND

WORK EXPERIENCE

Dovetail Software Solutions — *Chief Technology Officer & Co-founder*

2022 - PRESENT

- **Technology & Product Innovation**
  - Architected an enterprise React/TypeScript framework featuring an advanced design system and WordPress plugin ecosystem enabling rapid e-commerce implementations across major platforms (WooCommerce, Magento) - as well as specialized, industry specific headless e-commerce offerings (Dutchie Plus).
  - Designed atomic component library and a dynamic CSS engine supporting sophisticated theming, responsive layouts, and real-time customization; reduced client implementation times by over 75%.
  - Built extensible plugin architecture featuring REST API integration, geolocation services, real-time inventory sync, and fulfillment optimization
  - Established comprehensive frontend architecture with advanced features including state management, cookie-based persistence, client-side caching, and event tracking

- **Strategic & Executive Leadership**
  - Established engineering processes, technical documentation standards, and quality metrics
  - Built strategic partnerships with key technology providers; negotiated enterprise licensing and integration agreements
  - Led recruitment strategy for engineering talent; established technical assessment framework and career development paths
  - Drove enterprise sales through technical presentations, custom demos, and integration consulting; achieved ~95% client retention rate through hands-on sales engineering

Pocket Made — *Head of Engineering*

2019 - 2022

- **High-Value Engagement Leadership**
  - Directed cross-functional engineering teams to successfully deliver complex initiatives for industry-leading clients, including Procter & Gamble, AmeriLife (in partnership with Boston Consulting Group), and Marriott Hotels, ensuring seamless execution, robust stakeholder alignment, and measurable business impact.

- **Spearheaded E-Commerce Platform Overhaul**
  - Managed the complete revamp of a major client's web presence and e-commerce platform (GCP, Strapi, React & Next.js).

- ○ Achieved over 750% growth in online transactions and propelled the brand to top 5 in national online recognition.

- **Transformed Engineering Department Efficiency and Advanced Talent Recruitment**
  - ○ Optimized resource allocation and performance review processes in the engineering department
  - ○ Boosted talent attraction and retention by 30%, specializing in DevOps, systems engineering, data science, and front-end/back-end development

- **Elevated Engineering Standards & Performance Metrics**
  - ○ Overhauled code review, CI/CD paradigms, and QA practices.
  - ○ Achieved a 45% improvement in engineering KPIs.

- **Key Contributor to Client Portfolio Expansion**
  - ○ Drove the acquisition of four major clients, expanding market reach and solidifying the client base through strategic collaboration with business development and partnership teams.

- **Enhanced Client Relations & Project Excellence**
  - ○ Ensured effective stakeholder communication, issue resolution, and project staffing.
  - ○ Consistently surpassed Pocket Made's standards in client engagement and project delivery.

Exxon Mobil — *Principal Engineer (Consultant)*

2016 - 2018

- **InSite SPA Initiative**
  - ○ Handpicked as a consulting leader to spearhead the InSite SPA initiative—an advanced, globally scalable online monitoring platform designed to ensure secure personnel transit and real-time location tracking in high-risk global regions.
  - ○ Modernized the application's front-end by integrating Vue.js into a previously fragmented, unstructured codebase, enabling greater scalability, significantly boosting productivity, reducing page load times, and streamlining iterative development and feature delivery.
  - ○ Successfully navigated complex compliance and security requirements, delivering a robust, on-schedule solution that strengthened Exxon Mobil's global personnel protection strategies and operational readiness.

COTA Healthcare — *Lead Engineer (Consultant)*

2015 - 2016

- **Key Member of Start-Up Engineering Team**
  - ○ Served as a core contributor within an early-stage 4-5 member engineering team, architecting and delivering COTA's flagship oncology data entry and analytics platform from the ground up.
  - ○ Played a pivotal role in shaping the product's technical foundation, driving initial success that fueled rapid company growth and expanded the engineering department to a 75+ member team.

- **Technical Excellence & Innovation**
  - ○ Leveraged cutting-edge technologies (NodeJS, NoSQL, AWS, Angular) to create a scalable, cloud-based infrastructure that supported accelerated feature development, real-time data processing, and seamless user experiences.
  - ○ Established best practices and guided architectural decisions that ensured long-term maintainability, security, and performance across the evolving product ecosystem.

Global Payments — *Lead Engineer (Consultant)*

2011 - 2015

- **Multi-Language SDKs Initiative**
  - Led the creation of versatile SDKs, enabling developers to integrate Heartland's payment gateway API using their preferred languages (NodeJS, Python, PHP, .NET (C#), Java).
  - Significantly streamlined developer onboarding and broadened Heartland's ecosystem, solidifying its competitive stance in the payment processing landscape.

- **Modernizing the Payment Gateway**
  - Spearheaded the transition from a legacy SOAP architecture to a scalable, REST-based .NET API, boosting performance and accessibility across diverse platforms and applications.
  - Established a more developer-friendly environment, improving integration speed, reducing maintenance overhead, and enhancing overall customer satisfaction with the platform.

EDUCATION

University of Texas — *Masters in Business Administration*

McCombs School of Business

2004 - 2006

- President of the Information Management Association
- Graduate Teaching Assistant (Strategic Analysis of the High-Tech Industry)
- Concentrations in Entrepreneurship, Strategy & Technology

University of Dayton — *Bachelors in Computer Engineering*

School of Engineering

1995 - 2000

- Webmaster of the Student Government Association
- Member of the University Scholars Program

SKILLS

Technical

React & Next.js, Vue.js, Angular, HTML/CSS, JavaScript/TypeScript, AI/LLM Integration, LLM Prompt Engineering, Node.js, AWS/GCP/Azure, NoSQL Databases, SQL Databases, .NET/C#, Java

Leadership

Engineering Leadership, Team Building, Project Management, Strategic Planning, Client Relations

Product Development

Product Strategy & Vision, Product Roadmap Development, User Experience Design, Market Research & Analysis, Product Requirements, Agile Product Management, Product Launch Strategy, E-commerce Solutions, Technical Architecture, Product Analytics

Business

Business Strategy, Stakeholder Management, ROI Analysis, Technical Project Valuation, Cost-Benefit Analysis, Budget Management, Resource Management, Business Development

REFERENCES

Available upon request.