

# CHRISTOPHER M. TONKINSON

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I am a people- and business-oriented technology leader with proven track record of success growing and managing healthy teams with solutions-orientated accountability. I am adept in architecture, security, operations, and automation with a demonstrable acuity for hiring, team culture, and growth (both on-prem and remote).

## EXPERIENCE *(last 10 years only)*

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### **Sr. Director, Engineering**

2015 – Present

*Convey Health Solutions in Ft. Lauderdale, FL [remote]*

*Healthcare technology and services – SaaS/BPaaS FDR serving over 10 million MA & Part D members*

- Simultaneous oversight and growth of 5 different globally distributed architecture & Engineering teams
- Recruitment, onboarding, development, and mentorship for Engineering management and staff
- Direct responsibility for various technology platforms driving 8-figure annual SaaS revenue
- Pioneered a DevOps culture at Enterprise scale, delivering new capabilities through tactics and tooling while simultaneously netting six-figure OPEX reduction in overall SSDLC tooling for 150+ developers
- Bootstrapped “SOSA” (Software Operations, Security, and Architecture) team to define and achieve future state
- Bootstrapped centralized SRE team to bring clarity and control of KPIs/KPOs/SLAs unique to each business unit
- Realized 90%+ reduction in cost of production system support through myriad automation initiatives
- Driver of innovation and development for both client-facing and internal line of business platform roadmaps
- Strong interdisciplinary partner and conduit (Sales, Ops, IT, Legal, Security, HR, Finance), streamlining cooperation
- Ideation, development, and implementation of long-term proposals for product innovation and platform sustainability
- Served as lead Solutions Architect, developing scopes of work, cost-benefit analysis, and migration planning
- “Dotted line” reporting to Security and Governance executives to ensure HIPAA, HITRUST, PCI-DSS, SOX compliance
- Please tell me if you read this line of text – I like to know who pays attention to detail
- Enterprise policy & procedure development for Engineering and product development

### **Principal**

2006 – 2017

*Forge Software in Philadelphia, PA [hybrid remote]*

*Software design, development, and consulting – healthcare, non-profit, real estate, consumer electronics*

- Project manager and lead developer for client work
- Responsible for business development and lead generation, client services
- Negotiated client contracts for software development and related services
- Managed contract sales and client retention
- Internal champion for new technology adoption strategy
- Business-goals driven design and development of infrastructure and software for B2B/B2C systems
- Design, review, development, implementation, testing, deployment, operations, and support for both new and legacy information and computer systems
- Operated within local, hybrid, and cloud environments
- Strategic consultations including sales, marketing, security, legal, regulatory, and operations

### **Sr. Full-Stack Engineer**

2012 – 2013

*Sensaphone in Aston, PA*

*Remote environmental monitoring – agriculture, industrial, residential, medical, data center, water treatment*

- Development of ecommerce website with physical product sales and fulfillment, as well as subscription services
- Internal and external API design and development (with interoperability between firmware and web teams)
- Mentored junior developers
- Managed project teams up to 2 direct reports
- Liaison between hardware, firmware, software, and web groups
- Responsible for architecture and design of richly interactive full-stack web application

## Full-Stack Web Developer

2010 – 2012

*Sposto Interactive in Kutztown, PA*

*Interactive Design, User Experience, and User Interface – digital advertising, ecommerce, insurance, social impact, sweepstakes*

- Development and support of interactive content in HTML5, CSS3 and ActionScript 3
- Designed and implemented robust semantic HTML web applications
- Managed project teams up to 4 direct reports
- Balanced schedule of internal business needs with external client requests
- Security audits of physical and digital infrastructure
- Requirements analysis, project planning, and full-stack SDLC for applications with 100K+ users
- Implemented company-wide version control, quality assurance process, disaster recovery systems

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## ADDITIONAL EXPERIENCE

### CTO

2016 – 2020

*CultureSpots.com in Philadelphia, PA [remote]*

*BYOD accessible mobile audio tours – museum, cultural, and heritage sites*

- Provide technology strategy and direction for platform, feature design, and growth opportunities
- Drove Section 508 / WCAG accessibility compliance initiative to serve all audiences
- Quarterly reports on value added by development efforts
- Direct project work – SDLC design, implementation, support, DevOps
- Managed small offshore teams to deliver value at budget and on-time
- Management and operational support of internal and production infrastructure
- Security governance, quality control, disaster recovery, and business continuity planning

### Select Hard Skills

- Development – Secure Software Development Lifecycle, architecture, analysis
- Automation – source control, continuous integration, continuous delivery, testing & quality assurance
- Infrastructure – virtualization, containerization, orchestration, configuration management, infrastructure-as-code
- Security – design, analysis, assessments, testing, audits, compliance
- Operations – log aggregation, monitoring, alerting, business transaction monitoring
- C, C++, C#, PHP, Ruby, Bash, HTML, CSS, Javascript, SQL (MySQL, Postgres, T-SQL), Java, Python, Node.js, ActionScript
- Ruby on Rails, Node.js, Entity Framework, STL, jQuery, Angular, React.js, .NET Framework, .NET Core
- Git, SaltStack, Atlassian, GitLab, Docker, Terraform, Kubernetes, Blockchain, AWS, PaaS, Linux, Windows, MacOS

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## ACADEMIC

### B.S., Computer Science

*Kutztown University of Pennsylvania in Kutztown, PA*

- Hybrid theoretical/practical computer science track
- Minor, mathematics
- Honors program
- Graduate-level work in information retrieval, compiler/language design
- Student tutor