

Dave Horan

Software Engineering Director

I am a software engineering leader with extensive experience guiding teams, improving operations, and delivering large-scale technology initiatives. I bridge technical expertise with business priorities to create solutions that drive real impact. With hands-on knowledge of modern software development, operations, and infrastructure, I focus on building efficient processes while empowering teams to thrive.

My leadership style emphasizes mentorship, collaboration, and accountability. I take pride in helping teams achieve technical excellence, align their work to strategic goals, and contribute to meaningful business growth. I'm passionate about building teams, systems, and processes that last—supporting innovation, efficiency, and long-term success.

I bring a proven ability to deliver results and a genuine commitment to creating environments where people and projects flourish. I look forward to contributing my experience and energy to help your team achieve its next breakthrough.

What can I help you build?

EXPERIENCE HIGHLIGHTS

Butler/Till, Rochester, NY ***Director of Software Engineering***

December 2024 – Present

Responsible for overseeing the software engineering department's overall technical direction and execution. This role involves managing engineering resources, driving strategic technical initiatives, and ensuring the delivery of high-quality software products that align with Butler/Till's goals. Worked closely with cross-functional teams like product development and data engineering to define project scopes, set priorities, and foster a culture of continuous improvement and innovation. This includes creating an environment for strategic planning, team leadership, and technical acumen, thriving in a dynamic and collaborative environment.

- **Designed a new internal service layer** to unify multiple legacy systems and enable shared services across platforms.
- **Scaled the software engineering organization** from 3 to 11+ members by partnering with leadership and recruiting to refine roles, lead interviews, and oversee hiring and exits.
- **Provided hands-on leadership** to senior engineers and managers, setting expectations and driving technical execution.
- **Coached team members** on career development, goal setting, and communication to strengthen both individual growth and team collaboration.
- **Introduced AI-assisted development tools** and standardized SDLC

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SKILLS

Management Skills

- Team management, both remote and local.
- Experience with international remote team management.
- Job family definition with expectations at each level.
- Interviewing
- Performance management, including goal setting and OKR development
- Technical training
- 1:1 Mentoring
- Agile processes (SCRUM, Kanban)
- Requirements gathering
- Product Management

Operations Skills

- ITIL v3 Foundations certified
- Defining DevOps systems observability
- Data center operations
- Blue/Green deployment scenarios
- Disaster recovery setup and testing
- Software development workflow tools and strategies

Technical Skills

- Database design; Relational SQL / No-SQL systems
- Full stack web development
- Enterprise deployment strategies
- Enterprise web content management systems and portals
- Google Analytics and

processes to streamline workflows and improve delivery speed.

- **Implemented observability practices** across technical stacks to increase reliability, monitoring, and system insight.
- **Collaborated with Product Management** on roadmap definition, prototype planning, and cross-functional alignment.
- **Designed high-level architecture** for a process automation initiative that reduced manual workloads by more than 50%.

Terakeet, Syracuse, NY (remote)

Director of Software Engineering

December 2023 – December 2024

During a transformative period at Terakeet, I led the reintegration and realignment of siloed teams into a cohesive, project-oriented unit, collaborating effectively with Data Science and Data Engineering partners. My leadership and strategic initiatives resulted in significant enhancements:

- **Job Family Matrix:** Introduced clear titles and responsibilities, aligning roles with team skills and goals.
- **Team Structure:** Shifted from small product teams to a larger, flexible group able to run multiple projects.
- **Resource Allocation:** Reassigned projects to match team strengths, improving delivery outcomes.
- **Built structured one-on-one meetings** to raise morale, give guidance, and support career growth.
- **Defined responsibilities** for technical leaders, driving accountability and role clarity.
- **Solutions Architecture:** Embedded architecture design into the SDLC for stronger technical outcomes.
- **Project Collaboration:** Partnered with Project Managers to optimize how resources and assignments were distributed.
- **Observability:** Upgraded monitoring, alerting, and observability to improve system reliability.
- **Backlog Management:** Worked with Product Managers to establish stability and consistency in work backlog to reduce risk and improve performance.
- **Ops Standards:** Standardized communication, documentation, coding practices, and SME coverage.
- **API Documentation:** Championed Swagger UI for consistent, accessible API docs.

Measurabl.com, San Diego, CA (remote)

Software Engineering Manager

July 2022 – June 2023

Engineering manager for four Ruby on Rails teams with [Measurabl.com](https://measurabl.com) Data Products division. I was able to establish a process for regular 1:1 meetings, tools for employees to capture accomplishments for use in future formal reviews, providing coaching on professional development, and helped resolve team communication issues. Regularly interacted with line engineers through C-Suite executives.

- Developing a more streamlined job family expectations matrix for use

integration

- Application observability
- Technical writing for application documentation and systems architecture.
- Metabase reporting and dashboards development
- Atlassian tool suite (Confluence, JIRA, Bitbucket)
- Git + Github systems and administration
- AWS cloud services
- Virtualization and container technologies

EDUCATION

Rochester Institute of Technology

Computer Engineering program
Rochester, NY

Finger Lakes Community College

Studio Engineering program
Candandagua, NY

OTHER

- Google Analytics IQ Certification
- ITIL v3 Foundations
- Sun Microsystems “Management Essentials”
- Graduate of 16-week EDS Leaders Internship Program.
- EDS Systems Life Cycle (SLC) Project Management Methodologies
- Created YouTube tutorial series on Zurb Foundation For Email system.

WHAT PEERS HAVE SAID

“Dave has a unique leadership style that fosters growth and innovation. He possesses an uncanny ability to identify potential in developers and

in performance management and professional development

- Organized a series of cross-team info sharing presentations to encourage technical cross training.
- Helped reorganize the Atlassian Confluence knowledge base for the growing Data Products department
- Managed a new development/support team through the acquisition and integration of a new mission-critical application.
- Helped develop team OKRs and individual contributor goals
- Working with Product Owners and initiated a drive to provide improved documentation for integrating developers using our API products.
- Assisted in the gathering of evidence for SOC 2 compliance audits.

Immersitech, Inc., Rochester, NY

Sr. Developer, CTO

2019 – 2022

Worked within and oversaw the engineering operations of Immersitech. More on the company can be found at <https://immersitech.io>. Started with a team of 3 technical people, and as the company grew assumed the role of CTO to guide the direction of the Software/Audio Engineering team. Provided the high level architecture that led the successful patent application for the company's audio processing technologies.

- Managed hiring and performance management for the engineering team. Grew technical team from 2 to 8 (plus several contractors).
- Directed technical and customer support processes.
- Architected patent pending systems for realtime audio processing and integration with third party systems.
- Provided sales engineering support as needed with prospects and trade shows
- Guided product development for core SDK and demo applications
- Designed and managed the development of a custom prototype fitness video chat application for a major exercise equipment manufacturer.
- Managed local and cloud-based infrastructure, and trained/delegated as the team grew in size.
- Became familiar with streaming media technologies and soft switch systems like FreeSWITCH.

Paychex Inc., Rochester, NY

Sr. Software Engineer

3/2019 – 12/2019

Worked on several non-feature related initiatives within the HRIS Services team.

- Work on migrating Oracle Service Bus services to standalone services running Java/Spring Boot.
- Updated over a dozen product code repositories to use static code analysis scans via PMD to detect non-standard coding practices.
- Created a Python application to convert XML reports into human-readable versions with additional information.

guide them toward realizing that potential. His dedication to personal and professional development is evident in how he nurtures his team members, providing them with the right mix of autonomy, support, and challenge to ensure their constant growth."

"Throughout my time working with Dave, he demonstrated an unwavering commitment to fostering an environment of personal and professional development. He recognized the value of utilizing our company's tools and resources effectively, and he was incredibly resourceful in doing so. He encouraged and motivated engineers to set meaningful goals for their growth. He firmly believed in the power of continuous learning and skill development, and he actively facilitated opportunities for engineers to enhance their expertise."

"Dave is an extremely detailed manager who takes the time to listen and appreciate your position and issues. He removes roadblocks for his employees in order to allow them to perform their jobs the best they can without micromanaging which is refreshing in itself. This helps reassure his employees that their manager knows he has the best person for the job and allows the team to work together without management causing issues for operations. Teams love this and he's perfected it. I'd relish the opportunity to work with or for him again"

- Created strategy for overhauling department technical documentation in Atlassian Confluence.
- Support the creation and roll out of a set of management metrics dashboards using Metabase, pulling from several different data sources.

Software Development Manager

11/2017 – 3/2019

Managed 2+ scrum teams handling both new feature development for one flagship product, and support for 14 other insurance and payroll products provided by Paychex to end customers.

- Handled interviewing and hiring for new openings.
- Managed the delivery of sprint commitments by working with the teams' Scrum Masters and Product Owners. I helped ensure technical debt and best practices were prioritized along with other product work.
- Work with team members on performance management issues and ensuring opportunities were made for employee training and growth.
- Migrated one team from manual agile process into JIRA.

Kodak Alaris, Rochester, NY

Software Development Manager

5/2015 – 3/2017

Worked with the World Wide Marketing team within the Consumer Imaging business. Developed and maintained Wordpress sites for

<http://www.kodakmoments.com> and <http://www.kodakmoments.com.au> as well as content updates and development for the corporate Sitecore CMS and Drupal sites.

- Wrote mobile version of the Kodak Print Kiosk Locator for use on [kodakmoments.com](http://www.kodakmoments.com).
- Wrote customer NPS survey application for use on public photo printing kiosks worldwide using CakePHP and Zurb Foundation for Sites Supported English, German, and Spanish languages.
- Created custom code for use within Localytics mobile app pop-surveys and notifications.
- Developed a new workflow for creating enterprise marketing HTML emails using Zurb Foundation for Emails, and delivered through Localytics and SendGrid. This improved the delivery of email collaterals from 2 weeks to as little as an hour for a subscriber base of over 1 million users.

Oracle, Inc., Rochester, NY office

Sr. Technical Operations Manager

11/2008 – 3/2012

Directed team of over 45 system technical engineers supporting Fortune 1000 customers, managed internal IT systems outsourced to Oracle. As senior management representation for the account, managed all aspects of service delivery, strategic/tactical planning, and project prioritization for the delivery teams. Managed P&L for \$24MM, 4 year account. Met regularly with client

Directors and C-Suite executives.

- Developed process management system for ensuring consistent execution of scheduled tasks.
- Created a system for organizing resources and priorities for multiple simultaneous projects across several technical disciplines.
- Oversaw/managed the setup project and ongoing operations of two 24x7 outsourced help desk call centers.
- Developed operational support model for Oracle Exadata system.
- Generated an additional \$20k - \$50k monthly revenue for existing account through additional project work for clients

Nelnet Enrollment Solutions (Acquired CUnet), Rochester, NY

Director of Application Development

4/2007 - 11/2008

During my tenure as Director of Application Development at ad-tech company [CUnet](#), I played a pivotal role in the integration of CUnet into the Nelnet company ecosystem. As part of this acquisition, I took on additional responsibilities as I led the integration of the technical teams at [Peterson's](#), effectively merging CUnet into the Nelnet family of companies.

Key Accomplishments

- Successfully drove the integration of QA teams, web/graphic design teams, and database developers, bridging the two company groups.
- Developed a new organizational structure, directly managing team leads and overseeing the high-level prioritization of resource allocation for incoming projects.

Responsibilities:

- Directed overall web/database development work for a team of over 40 web developers in the new Nelnet division, supporting the lead generation business of CUnet and the publishing and higher education services of Petersons, Inc.
- Mentored junior developers on SQL coding, views, relational database design (MS-SQL), and ColdFusion, providing guidance on database design topics.
- Managed financial budgets, including hiring, employee performance management and training, and terminations.
- Collaborated closely with infrastructure teams to ensure server uptime and efficient website operations across three data centers, actively contributing to the definition of monitoring and management practices.
- Architected Sarbanes-Oxley compliant processes and defined server configurations for infrastructure, code, and data management.

More experience can be found on [LinkedIn](#).