

Chris Gagne

Director of Software Engineering at Ro

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Results-driven Director of Software Engineering with extensive experience scaling high-performing teams, driving technical vision, and delivering innovative software solutions in fast-paced environments. Proven track record in building engineering culture, partnering with stakeholders to define and execute product roadmaps, and implementing process improvements that enhance operational excellence and team productivity. Recognized for coaching and mentoring talent, fostering collaboration, and championing continuous improvement across the organization.

EXPERIENCE

Jul 2019 – Present

Director of Software Engineering *at Ro*

- Dedicated to aligning engineering initiatives with business goals while leading a high performing team.
- Spearheaded the adoption and modernization of the software development lifecycle with Agentic AI.
- Instituted onboarding and incident management processes, enhancing team productivity and system reliability.
- Defined the technical vision for care delivery, ensuring alignment with Ro's rapid growth and scalability.

Mar 2017 – Jul 2019

Director of Software Engineering *at JW Player*

- Led the transformation of the Media Engineering department, significantly enhancing our operational capabilities.
- Grew the engineering team and hired three engineering managers to support our expanding team.
- Established three specialized teams, each with dedicated leadership, to streamline media solutions.
- Drove key vendor relationships and cost optimization initiatives, ensuring efficient resource management.

Sep 2014 – Mar 2017

Software Engineering Manager *at Shutterstock*

- Spearheaded transformative engineering initiatives at Shutterstock, enhancing our media systems and architecture.
- Led two teams through the modernization of media metadata and ingestion systems, ensuring robust performance.
- Oversaw the shift from monolithic to micro services architecture, significantly improving system reliability.
- Collaborated with a Montreal-based team to create a unified data model and new APIs for better integration.

Sep 2014 – Apr 2015

Software Architect *at Viacom*

- Instrumental in architecting web solutions for Viacom's international brands, streamlining site-building processes.
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Jun 2012 – Sep 2014	Application Development Manager at Getty Images • Played a pivotal role in leading the development of Getty Images' Digital Asset Management system, driving innovation through technology. • Championed the use of Scala, Akka, and .NET/C# to build robust applications. • Fostered a collaborative environment among developers to enhance project outcomes. • Gained expertise in cloud technologies and application performance optimization.
Aug 2010 – Jun 2012	Software Engineering Manager at Dealertrack • Effectively managed a team dedicated to delivering robust software solutions for Dealertrack. • Directed the development of 22 applications, leveraging open-source technologies to meet customer needs. • Collaborated with cross-functional teams to prioritize and implement application changes, enhancing product offerings. • Fostered a culture of quality assurance, ensuring that both software engineers and quality analysts worked seamlessly together.
Dec 2004 – Aug 2010	Senior Software Engineer at Dealertrack
Jul 2000 – Dec 2004	Software Engineer at Psyche Systems Corporation
Jan 1999 – Apr 2000	Software Engineer at Daystar Corporation

STRENGTHS AND SKILLS

Strategic Roadmap Development · Stakeholder Partnership · Agile & Lean Methodologies · Team & Culture Building · Continuous Improvement & Operational Excellence · Technical Vision & Innovation · Diversity, Equity & Inclusion Advocacy

Programming Languages	Python, NodeJS, React, Java, Scala, SQL
Frameworks & Architecture	Microservices, Distributed Systems, RESTful APIs, Message-Driven Architectures
Cloud & Infrastructure	AWS, CI/CD, Kubernetes, Docker, Infrastructure as Code (e.g. Terraform, CloudFormation)
Databases	Postgres, MySQL, Cassandra, SQL Server, NoSQL Databases
DevOps & Methodologies	Agile, Scrum, Kanban
Data & Analytics	AI/ML, Data Modeling, Data Migration, ETL Pipelines

EDUCATION

May 2008	MBA for Emerging Leaders <i>University of New Haven, New London, CT</i>
December 2006	Bachelor's Degree in Business Management <i>New England Institute of Technology, Warwick, RI</i>
March 2000	Associate's Degree, Computer and Network Servicing Technology <i>New England Institute of Technology, Warwick, RI</i>