MICHAEL J. DACAR

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BUILDING & LEADING HIGH PERFORMING TEAMS MODERNIZING DEVELOPMENT PROCESSES

Senior Engineering Manager shaping technical direction and strategy to optimize development processes, increase efficiency, and maximize resources. Applies deep knowledge of software development methodologies and best practices to deliver quality products within established timelines. Recognized for recruiting and retaining top talent and building highly effective and engaged teams. Leverages a clear and direct communication style to build trust and rapport across levels and functions. Excels in fast-paced, rapidly changing environments.

CAREER HIGHLIGHTS

- 8+ years leading teams of up to 100 Software and Quality Engineers in the US and globally with a focus on agile principles, modernizing development practices, ensuring consistency of processes, and eliminating bottlenecks.
- Consulted with Cision HR to create a unified engineering career framework after multiple acquisitions; defined a career ladder, leveled positions, and defined pay bands, significantly increasing employee retention.
- Rebuilt Pendo's approach to integrations to use an IPaaS solution to allow for sales teams to always say "yes" when customers want to integrate their data
- Led a team to deliver a key enterprise feature (SCIM) for a critical customer within 3 months after almost 2 years of failed efforts, saving the client relationship and positioning Pendo to successfully scale the enterprise business.

CORE COMPETENCIES

Team Leadership │ Strategic Planning | Executive-Level Influence | Agile & Scrum Development | Stakeholder Engagement
Cross-Functional Collaboration | Change Management | Process Improvement | Coaching & Mentoring | Acquisitions & Integrations

PROFESSIONAL EXPERIENCE

Pendo | Raleigh, NC   2021 – Present
Senior Engineering Manager, Platform

- Manage 2 teams of 10+ Software and Quality Engineers responsible for enterprise integrations and backend operations; modernized systems and processes, empowering teams and enabling them to deliver projects in a high-growth start-up environment.
- Collaborated with Product Management to launch a new enterprise feature allowing customers to export data at scale; expected revenue is estimated at ~$56M annually.
- Established trackable quality metrics aligned with the customer experience and processes to collect and report on them allowing the organization to improve overall quality for the platform area.

Cision | Morrisville, NC   2015 – 2021
Director of Engineering, Ingestion Platform (2020 – 2021)

- Led 14 teams of ~100 Software and Quality Engineers and Managers across 6 countries; reported to the Chief Technology Officer.
- Oversaw efforts to consolidate 14 different integration systems into 1 that met the needs of all Cision products saving ~$3M in vendor fees and increasing the reliability and scalability of systems.
- Transitioned an $80M product to a stable, long-term support structure by integrating it more tightly into wider company support network.
- Performed due diligence to support the successful acquisition of a government relations product and led the development team in the process of separating it from the product portfolio.
- Influenced senior leaders to disengage efforts to upgrade a major component of MyGorkana with no clear value to the company, saving millions of dollars and reducing risk given the age of the product.

Senior Engineering Manager (2019 – 2020)

- Managed 4 Engineering Managers with an organization of ~50 software and quality engineers in the US and offshore supporting 8 products totaling ~$400M in revenue.
- Led the transition of development teams to support a new flagship product while maintaining support for the current product and the majority of Cision customers.
- Retained a top QA engineer interested in transitioning to development, coaching him on development processes and practices.

Manager, Software Engineering (2017 – 2019)
- Managed 36 developers in 5 countries supporting the company's flagship product generating $250M in revenue annually; maintained 100% application uptime.
- Oversaw the SDLC for 7 Agile teams including continuous integration/continuous deployment, unit testing, full automated test suites and production releases every 2 weeks with no down time.
- Worked with the CTO & VP of Software Engineering to develop product roadmaps and advocated for the alignment of resources to support goals and timelines.
- Re-organized teams to support organizational growth aligning individuals with products and teams that matched their skill set and work style; recruited, hired, and trained new developers to fill new roles.
- Organized hackathons to re-engage developers with the product and the organization and drive innovation; several initiatives to improve customer experience are now included in the product roadmap.
- Advocated and gained approval for the creation of 2 new positions, creating a defined career path within the organization leading to the retention of high performers in a competitive market.

Software Engineer & Technical Team Lead (2015 – 2017)
- Acted as technical lead and Scrum Master, working with product management to plan and execute day-to-day activities of the team.
- Led a team of developers and QA engineers in the redevelopment of Cision's main platform; launched the application 12 months ahead of schedule.
- Improved email delivery from 50% - 90% and speed from several hours to minutes; oversaw fault tolerant design, guided developers through implementation, and coached product managers through the migration.
- Streamlined the customer provisioning process allowing for feature customizations with no code changes; eliminated system failures and reduced risk.

Tapco Underwriting, Inc. | Burlington, NC   2005 – 2015
Programmer Analyst IV
- Oversaw the adoption of Scrum processes; improved project planning and increased awareness of priorities and schedules.
- Led a team of 4 developers in the analysis, design, development, and support of a redesigned policy management system that reduced timelines from 4 days to 8 hours; migrated data from the previous system with no down time.
- Re-built the company website to allow customer payments through the web; online payments now account for 80% of revenue.

ADDITIONAL EXPERIENCE

Senior Programmer Analyst at Laboratory Corporation of America │ **Senior Consultant** at Meritage Technologies │ **Computer Technician** at Cleveland Clinic Foundation

TECHNICAL SKILLS

.NET | ASP.NET | C# | JavaScript | TypeScript | SQL | JAVA | C++ | WebAPI | WCF | Bootstrap
AngularJS | Oracle | Microsoft SQL Server | Sybase | Azure | AWS | NoSQL