

MILES RAMSEY, MBA

LEADERSHIP / PEOPLE MANAGER / MENTOR / TECHNICAL EXPERTISE / COMMUNICATION

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SUMMARY

- Managed geographically dispersed teams of 14 full-stack developers, achieving a remarkable 49% increase in team productivity through strategic reorganization.
- Actively collaborated with cross-functional teams, including product, designers, UX, writers, architects, and developers, to create reliable and flexible release roadmaps, driving successful project outcomes.
- Trained and mentored 50+ employees of various skill levels, ranging from interns to directors, fostering a culture of continuous learning and professional growth.
- Successfully delivered more than 30 major releases, along with hundreds of minor patch releases and over 100 feature filled epics fulfilling the needs of 20+ stakeholder teams
- Received consistently positive feedback as a manager, with a 97% 'great manager' rating

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

SALESFORCE - PORTLAND, OR (REMOTE)

(2016 to 2023)

Engineering Manager - Salesforce CMS (Content Management System) teams

Dec 2019 to Apr 2023

- Managed 1-2 distributed teams of 7-14 total full stack software developers with varied experience and geographically spread out across many countries and states
- Facilitated hundreds of daily stand ups, backlog refinements, and sprint/release planning sessions including remote/hybrid/in person
- Maintain high coding standards and compliance to ensure delivery of stable and secure software
- Significantly increased productivity (49% output increase) for three development teams by researching, planning, and leading a reorganization effort for over twenty employees
- Improved wellbeing, minimized burnout, and increased average PTO usage for employees
- Efficient people management including career growth, coaching, conflict resolution, promotions, and disciplinary actions
- Saved 3,150 hours of time per year for 20+ people spent on superfluous meetings
- Strong history of hitting KPIs (Key Performance Indicators) including
 - 19% reduction in time spent on bugs, resulting in more feature work completion
 - 39% reduction in team blockers allowing team to avoid distractions
 - 50+ customer issues resolved within required SLAs
 - 33% overall backlog reduction
- Actively collaborate with product, designers, UX, writers, architects and developers to create a reliable and flexible release roadmap to deliver on key objectives

Senior Developer/Project Manager/Scrum Leader - Waves/JPOS/Payments teams

Feb 2018 to Dec 2019

- Oversaw the transition of 35 employees from teams working on legacy products to more valuable new or existing products. Involved training, knowledge sessions, project tracking, and networking.
- Led a team of six interns in Bellevue delivering a major code refactor for core functionality over a three month period. Primarily focused on mentorship by giving guidance and career advice with regular one-on-ones, as well as leading scrum ceremonies and resolving blockers
- Facilitated scrum ceremonies, tracked, and managed projects for JPOS (Java Point of Sale) team

Software Developer - XPOS (Customer Experience Point of Sale) team

Jun 2016 to Feb 2018

- Won first place in the 2017 Winter hackathon by creating and developing as a team of four an ecommerce mobile hackathon project that utilized Einstein AI to identify photos of products enabling users to BOPIS (Buy Online Pick Up In-Store)
- Assisted in sunseting and conducting knowledge transfer sessions of ecommerce product and codebase to customers
- Ranked in the top ten developers in Salt Lake City by Jira completion rate for two consecutive years
- Achieved the Salesforce Trailhead rank of "Double Trailhead Ranger" (96th percentile company wide)

DEMANDWARE - SALT LAKE CITY, UT**(2015 to 2016)***Software Developer - XPOS (Customer Experience Point of Sale) team**Sep 2015 to Jun 2016*

- Implemented numerous client facing software enhancements for Java Swing based POS including customer loyalty program, order lookup search, offline resiliency, and more
- Responsible for daily generation and updates of release artifacts via Maven to internal development environments utilizing Bamboo, Red Hat, and AWS

CERTIFIT AUTO BODY PARTS - SALT LAKE CITY, UT**(2012 to 2015)***Programmer - Certifit.com**Jun 2012 to Mar 2015*

- Coded custom toolset utilizing C#, unit testing, regex, and SQL to generate database entries for product catalog with 30,000+ products
- Created and maintained custom Selenium based tax permit API to maintain compliance by verifying tax-exempt certifications through dozens of state-regulated websites
- Regularly processed, centralized, and backed up critical accounting data from 30+ brick and mortar stores across various databases using C#, Access, and SQL Server

EDUCATION & VOLUNTEERING

UNIVERSITY OF UTAH - DAVID ECCLES SCHOOL OF BUSINESS**(2018 to 2020)***Master of Business Administration*

- Professional MBA program for students to work full time careers and attend classes at night
- Course load included management, economics, accounting, leadership, negotiation, and more
- Organized weekly networking events for fellow classmates

UNIVERSITY OF UTAH - SCHOOL OF COMPUTING**(2009 to 2014)***Bachelor of Computer Science*

- Received 'Honors at Entrance' scholarship for excellent GPA and ACT/SAT scores
- AP Scholar with Distinction in Chemistry, Biology, Political Science, American History
- As a team of four developed an aircraft warfare simulator utilizing Unity, C#, and Asana
- Created a movie database to replicate Netflix functionality using SQL, Java Servlets, and Tomcat
- Disarmed a 'buffer bomb' by reverse engineering, debugging, and hacking compiled assembly code

SALESFORCE OUTFORCE - SALT LAKE CITY CHAPTER**(2018 to 2021)***Regional lead**Apr 2020 to Mar 2021*

- Salesforce's Ohana Group for Allies of Diversity in Sexual Orientation and Gender Identity

*Events planner**Sep 2018 to Apr 2020*

- Organized a Drag Queen BINGO charity event to raise money for the Trevor Project (non-profit org focused on suicide prevention efforts for LGBTQ youth)
- Raised over \$1500 at the event, had 100+ attendees, and had a budget of less than \$300

UTAH MUSEUM OF CONTEMPORARY ART**(2018)***Volunteer*

- Assist patrons appreciating art galleries on exhibition nights

SKILLS & INTERESTS

Jira	People management	Organization	Project tracking	Continuous Integration
SQL Databases	Java	git	Problem solving	Release process
Unit testing	version control	APIs	html	Team building
Agile methodologies	security	scrum	Leadership	AWS
Root cause analysis	Web applications	life long learner	Linux / Unix	Bamboo
Python	Object Oriented	Salesforce	Redhat	regex
Mentoring	Programming	Data structures	Algorithms	automation