**RJ Lindelof** 815-354-4531 [rj@rjlindelof.com](mailto:rj@rjlindelof.com) Lake in the Hills, IL

LinkedIn: [/in/rjlindelof](https://www.linkedin.com/in/rjlindelof) | About Me: [RJL.bio](https://rjl.bio) | Resources: [RJL.link](https://rjl.link)

**Technology Executive | AI-Driven Leadership | Global Team Leadership | SaaS & Cloud Legacy Transformation**

An Executive Leader with over two decades of experience, consistently driving scalable growth for SaaS platforms and managing global engineering teams. A strategic C-suite partner, focused on bridging business strategy with execution. Track record includes accelerating product delivery, leading AI-driven software initiatives, orchestrating platform modernization and tech debt reduction, transforming critical cloud infrastructure, and cultivating high-performance, results-oriented cultures.

# Professional Experience

### Senior Director of Software Engineering, GlobalMed, Scottsdale, AZ (remote) 06/2024 - 06/2025

*Leading telehealth technology provider, powering the VA and White House Medical Unit.*

* Directed globally distributed teams and managed partner agreements to ensure timely, cost-effective delivery of telehealth products. Direct Reports: 4 Senior Managers overseeing 30 total staff.
* Rebuilt core SaaS & wellness platforms on .NET 8, which eliminated 65% of technical debt & improved both maintainability and Developer Experience (DevEx). 25% Increased deployments, created faster feedback loops.
* Streamlined end-to-end AI product strategy, build/buy/partner analysis & launch of responsible AI features (triage, symptom analysis, and ambient listening) for critical care workflows.
* Collaboration with sales/marketing for technical pre-sales, customer presentations, and defining technical roadmaps that support GTM initiatives.
* Championed ethical, practical and responsible use of AI within engineering, implementing tools for code generation and internal optimization, improving developer and QA productivity.
* Partnered with the vCISO to address 95% of critical vulnerabilities across endpoints and cloud environments, ensuring compliance with HIPAA, SOC 2, ISO 27001, and secure HL7/FHIR data exchange.
* Built a hybrid-Agile framework that improved release predictability, accelerated time-to-market by 25%, and 20% reduction cost of rework.
* Created a mentorship program to overhaul the onboarding process, elevating team skills and 30% DORA.

### Senior Director of Software Engineering, Successware, Columbia, MD (remote) 03/2021 - 06/2024

*B2B home services platform providing everything the backoffice of a home services company needs.*

* Replatforming a legacy system into a AWS-native solution. Direct Reports: 25+ Senior Managers/Directors overseeing 175+ total staff.
* Devised and executed global talent acquisition strategies, scaling engineering teams by 80% in 9 months while cultivating a high-engagement culture that significantly improved retention.
* Pioneered Developer Experience with CI/CD pipelines, establishing a trusted build system and reducing code-to-release cycle time by 40%.
* Presented technology vision to PE advisors and C-suite for a critical mobile app, justifying React Native adoption and securing offshore development, delivering on schedule and within budget.
* Proactively challenged offshore partners to leverage generative AI for repetitive tasks, including DevOps automation, performance testing script generation, user creation, and rapid MVP development.
* Sub-second responses for 10k users, 99.95% SLA by optimizing service orchestration and application routing.
* Decrease QA manual testing 30% using AI automation and 45% non-production release validation regression.
* Expanded revenue streams through strategic FinTech integrations, leveraging GraphQL and AI-enabled APIs for rapid merchant onboarding.
* Unified mobile, data, and backend teams to streamline development and strengthen feature interoperability.
* Introduced observability tooling using Datadog & Splunk, resulting in 30% reduction in MTTR.

### Head of Java Software Engineering, Ruffalo Noel Levitz, Cedar Rapids, IA (remote) 01/2019 - 03/2021

*HigherEd fundraising SaaS provider powering engagement and donor outreach solutions.*

* Led global distributed Java teams to enhance a mission-critical fundraising platform, improving delivery speed and system throughput by 25% and Velocity by 30%. Direct reports: 5 senior managers overseeing 25+ total.
* Drove outcome-focused roadmaps, prioritizing backlogs by strategy and customer needs.
* Reduced incident frequency by 40% through better release confidence, observability, and environment parity.
* Upgraded platform backend Java and front end Bootstrap, adding responsiveness, browser support, and cutting UI support tickets by 85%. Reduced the defect escape rate by 40%, improving confidence in releases.
* Rollout of a modern WebRTC communication infrastructure, reducing costs by 30%.
* Integrated payment, messaging, and video services to expand platform capabilities and user reach.

### Head of Software Engineering, Debt Pay Pro, Schaumburg, IL (hybrid) 01/2018 - 01/2019

*Bootstrapped FinTech startup providing debt settlement and financial services software.*

* Joined as employee #38, leading the development and delivery of innovative software solutions that drove company growth. Direct reports: 10+ engineering staff.
* Led an AWS complex data center migration to EC2 and MariaDB with 30+ vendor integrations, merchant accounts, payment gateways, and finance companies. Seamless transition with no business disruption.
* Unified cross-functional teams across technical support, product, implementation, and sales, driving alignment around product-focused goals and fostering collaboration.
* Accelerated time to market increasing velocity and throughput, cutting pull request merge times by 90%.

### Head of Accelerated Solutions Group (R&D), Follett School Solutions, Mchenry, IL (hybrid) 06/2012 - 01/2018

*Education technology leader providing innovative solutions for K-12 schools and libraries.*

* Founded an internal R&D startup, accelerating innovation and aligning key business strategies. Partnered with product teams and customers to rapidly develop and release solutions, enhancing agility and improving product delivery. Direct Reports: 10+ Managers/UX/QA/Team Leads, overseeing 25+ staff.
* Led proof-of-concept solutions with product and design teams creating market differentiating products.
* Leveraged modern technologies to build scalable, high-performance MVP solutions.
* Agile execution, mastering XP, Scrum, Kanban, Lean, SAFe, Scrumban, and successfully implemented CI/CD.

### Senior Software Engineering Manager, Follett Learning, Mchenry, IL (hybrid) 04/2006 - 06/2012

* Mentored and managed team of 25+ senior developers, providing technical direction for 6 independent SaaS.
* Increased team by 38%. Established annual goals and KPIs to drive alignment and success across platforms.
* Led multiple company acquisitions and their seamless integration, from strategy development to execution.
* Mentored newly onboarded teams and established development policies across companies.

# Education

Columbia College Chicago - Bachelor of Science, Computer Science

Mchenry County College - Associate of Science, Computer Science