

# Jamie Hartman

Engineering Leader | Beaverton, OR 97005

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## Executive Summary

Director-level engineering leader with 21+ years in software development and 5+ years leading multi-team organizations. Build and scale platform, data, and API ecosystems across distributed, cloud-native architectures while translating business goals into durable technical roadmaps. Known for operational excellence in reliability, observability, and incident management, and for developing strong managers and senior engineers. Certified SAFe Practitioner who delivers measurable outcomes through clear operating rhythms, stakeholder alignment, and talent systems.

## Core Competencies

- Platform engineering and shared services strategy
- Developer platform, APIs, and integration ecosystems
- Identity and access management; security partnership
- Reliability engineering, SRE practices, and observability
- Incident management, release readiness, and operational excellence
- Engineering strategy, technical roadmap, and OKR alignment
- Cross-functional leadership and stakeholder management
- Org design, hiring, onboarding, and succession planning
- Manager coaching and performance frameworks
- Cloud cost optimization and capacity planning
- Data platforms, governance, and quality systems
- Delivery predictability and execution cadence
- Distributed systems and microservice architecture
- Product partnership and customer-facing systems

## Professional Experience

**Rad AI** — San Francisco, CA (Remote)

*Manager, Engineering* | July 2024 – Present

- Lead Core Services / Platform team and act as bridge leader for a high-availability product area, aligning shared services, platform roadmap, and reliability priorities across teams.
- Partner with Product, Security, Support, and Implementations to deliver platform capabilities, APIs, identity/access patterns, and release readiness for customer-facing workflows.
- Establish operating rhythms (planning, backlog, milestones) and decision logs to improve delivery predictability and cross-org alignment.
- Drive observability and incident management standards with alerting, deep health checks, runbooks, and post-incident learning to reduce customer impact.
- Build and coach senior engineers and managers; define role expectations, onboarding, and performance frameworks that grow leadership bench.
- Translate ambiguous platform needs into roadmappable programs across identity, triage tooling, and quality/release readiness ownership.

**Nowsta** — New York, NY (Remote)

*Manager, Engineering* | May 2023 – February 2024

- Delivered >95% cost reduction on Google Cloud spend by migrating to locally hosted services and optimizing platform operations.
- Managed 10 direct reports across three teams owning back-end APIs (Node.js), web front-ends, and three mobile apps (React Native).
- Oversaw development and deployment of a new iteration of the core product (Node.js, DocumentDB, Vite).
- Hired a new engineering team lead and mentored a junior Engineering Manager to expand shared leadership capacity.
- Partnered with Business Operations, DevOps, and Engineering teams to migrate into Jira for planning, defect management, and incident reporting.

**ActiveCampaign** — Chicago, IL (Remote)

*Senior Engineering Manager* | November 2021 – May 2023

- Managed 9 direct reports across two teams and partnered with my Director to manage 6 additional engineers during a co-manager leave.
- Identified, sponsored, and coached a direct report as the first stretch Engineering Manager in the company.

- Formulated, delivered, and iterated SDLC policy for the domain; later promoted for wider adoption across the company.
- Partnered across domains to define architectural guidelines and intake for new software features and supporting initiatives.

### **Consumer Cellular** — Tigard, OR

*Manager, Software Development* | May 2021 – November 2021

- Led a team of six developers owning the mission-critical customer support domain.
- Improved sprint health within the first two sprints and instituted a monthly retro aggregation across eight scrum teams.
- Ran weekly Team Lead check-ins to strengthen cross-team problem solving and delivery alignment.

### **AltSource Software** — Portland, OR

*Senior Developer and Team Leader – Consumer Cellular* | October 2019 – May 2021

- Delivered system-wide design and oversight of payment processing systems.
- Coordinated eight development teams while leading a core team of four engineers, driving program progress through Scrum of Scrums.
- Stabilized a historically understaffed team by retaining talent and creating clear ownership and execution plans.

### **Act-On Software** — Portland, OR

*Sr. Software Engineer and Team Leader* | April 2018 – August 2019

- Led teams of 5–12 engineers delivering core technology for next-generation CRM integration.
- Directed ETL performance improvements resulting in up to 1600% throughput.
- Removed a mission-critical CRM bottleneck through targeted performance remediation.

### **Small Business Innovations** — Portland, OR

*Senior Developer* | April 2017 – March 2018

- Architected a data abstraction layer between MS SQL and a C# user interface.
- Maintained and enhanced WCF-based APIs and .NET object models to support dynamic data management.

### **TenAsys Corporation** — Beaverton, OR

*Software Engineer* | February 2005 – February 2017

- Designed and supported internal applications that increased productivity through automation and data consolidation.
- Led Electronic Rights Management across Windows applications and a native RTOS environment.
- Supported customer-facing technical debugging and resolution in enterprise deployments.

## **Education**

2001 to 2003 - Portland State University, University of Arizona

Earned sophomore level credits including studies in computer science and mechanical engineering

1997 to 2001 – Westview High School, Portland Community College, Brigham Young University

2001 American Math Competition recognition

Graduated with multiple college transfer credits and varsity letters in Band and Swimming

## **Certifications**

SAFe Practitioner

## **Tools & Technologies**

Cloud: AWS, GCP, Docker

Platform: APIs, microservices, data platforms, ETL

Observability: Grafana, Datadog, Splunk, New Relic

Development: Node.js, React, React Native, SQL/NoSQL