

CARRIE KROUTIL

ENGINEERING LEADER

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SUMMARY

I am an engineering leader with over 20 years of professional experience. I strive to improve processes by taking the initiative as I see opportunities. Lead by example and champion the culture and values I embody to create an environment of psychological safety where work is inspiring and fun.

I believe in unlocking my employees' potential by listening to and understanding their motivations, desires, and concerns. My role as a leader is to find or frame opportunities where employees can apply their passions to grow personally and help the company succeed.

PROFESSIONAL EXPERIENCE

GitLab, Remote | *October 2022 - February 2023*

GitLab provides all of the essential DevOps tools in one DevSecOps platform. I was the EM for the Package Registry group, which was part of the Package stage - to create a consistent and dependable software supply chain with built-in package management.

FULLSTACK ENGINEERING MANAGER

- Performed weekly EM tasks like error budget monitoring, triage reports, milestone planning, weekly async updates and retrospectives. Example:
 - <https://gitlab.com/gitlab-org/ci-cd/package-stage/package-registry-group/package-registry/-/issues/15>
- Led a weekly sync team meeting, focusing on the 3 P's - Product, Process, and People. Example:
 - <https://www.youtube.com/watch?v=qWysSBKa5-k>
- I hired three engineers to grow a team of two engineers.
- Promoted a well-deserving team member to Staff Backend Engineer.
- Managed a team of external contractors contributing to a new format.
- Completed talent assessments and compensation reviews.
- Reported on OKR progress and partnered with PM and team to establish upcoming quarter OKRs.
- Executed creative team activities to build trust and improve collaboration and teamwork. Example:
 - We played Pictionary by using this site: <https://www.thegamegal.com/word-generator> to generate words to draw using Zoom's Whiteboard feature.

Degreed, Remote | *November 2019 - October 2022*

Degreed is a leading education technology company that advocates for lifelong learning through Learning Experience, Career Mobility, and Skill Analytics products.

ENGINEERING DIRECTOR (promoted August 2022)

- I managed two Engineering Managers and was responsible for 26 Engineers across five teams - Content & Curation, Integrations, Core API, Core UI, and Opportunity Marketplace.

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- Continued directly managing the Content & Curation team until I hired an Engineering Manager.
- My strategic tasks were focused on quality, specifically improving the RCA (Root Cause Analysis) process and bug triage process.

ENGINEERING MANAGER (promoted June 2021)

- Manage a team of seven engineers on a core product team that drives Degreed's success. Empowered team members to take on new responsibilities to grow their careers, which allowed me to interim manage two additional Integration teams, totaling 18 members across all three teams.
- Drove two major technology initiatives to decrease tech debt and increase overall code coverage through unit tests.
- Partner with product management to deliver features quickly while prioritizing the technical roadmap and managing the backlog of priorities, including bugs.
- Executed on the transformation from a flat organizational structure to career leveling all my direct reports into a career ladder to show them their growth trajectory with a clear coaching path of areas of improvement to work on to get them to the next level.
- Facilitate a healthy remote culture where every conversation can encompass being personable and create opportunities for team building and culture growth through fun means like playing online games together.
- Strive for excellent communication in a globally diverse workforce by crafting and encouraging quality documentation to foster a knowledge-sharing environment that cultivates async discussions.
- Coached an engineer on the leadership path to becoming an Engineering Manager.

TECHNICAL LEAD (promoted October 2020)

- Help lead a core product team to deliver product features, manage the bug backlog, and solve complex bugs. As well as identify, prioritize, and address technical debt.
- Crafted high-level technical diagrams to visually represent the system, code, and data structures along with details to outline the process to help knowledge share.
- Advocated for and helped structure a central documentation repository focused on cultivating technical knowledge sharing across the company.

DATABASE DEVELOPER

- Led the initiative to migrate the cumbersome ETL process to Azure Data Factory and implemented the ability to schedule data transfers from one data center to another easily.
- Invented native providers with my PM to unlock the ability to curate content within Degreed to share publicly via one-click integrations. Utilized ADF to transfer content to other data center(s).

CampMinder, Boulder CO (Remote) | March 2015 - November 2019

Campminder is the leader in camp management software, with core values and a cultural approach to employee satisfaction that creates delighted clients and robust software.

SENIOR SOFTWARE ENGINEER

- Led agile standup daily for 12 employees/contractors for a six-month initiative to produce a new mobile application, Companion that went live in May 2019 written in a React / ReactJS front end and utilized a Golang microservice backend.
- Pair programmed on a distributed team of six to design and write 12 new microservices in Golang. Used HTTP for restful API access via the NGINX gateway and gRPC for inter-service

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communication. Utilized Docker, Kubernetes, and Terraform for CI/CD from Gitlab into Azure Kubernetes Service.

- Researched microservices and containerization to improve the monolith. Prototyped Golang and Vert.x, a Java toolkit, and decided as a team on Go to write our future microservices to slice off the monolith incrementally.
- Spearheaded initiative in 2016-17 to re-architect the monolith for stability, scalability, and to improve engineer happiness. I created a proposal that the CEO approved. Then I managed a team of six to prototype the new Angular & .NET Core site in three months to showcase a parallel track to allow new development alongside existing monolith work.
- Helped implement facial recognition by extending a Java Swing desktop client to allow photos to be tagged & trained thru Azure's Face API. As photos were uploaded during the camp season, those would be tagged with camper names, and parents were notified.
- Assisted with the design and conversion of a single-point-of-failure email server hosted on one server to send through SendGrid, a third-party communication platform.
- Reengineered a windows service that was slow and prone to crashing, requiring manual restarts in production to resolve fatal errors. The design entailed improving the implementation from a synchronous process to an async message poller and message processor using an AWS SQS queue to manage the scalability and increase speed.
- Introduced company-wide shared documentation through Google Drive to create organization and clarity within and across departments.
- Authored database & code standards documentation for consistency across engineers.

Clarity Ventures, Austin TX (Remote) | *Dec 2014 - Feb 2015*

SENIOR BACK END DEVELOPER

- Worked in C#, EF, SQL to craft a new in-house eCommerce application.

Jack Henry & Associates, Lenexa KS (Remote) | *Aug 2010 - Nov 2014*

SENIOR SOFTWARE ENGINEER

- Worked on web services in WCF/C# as the middle layer for the mobile banking app.
- Led project and implemented a 3rd party handshake for bank app to authenticate using SAML to allow the client to be securely redirected with their information to a check ordering platform.

SOFTWARE ENGINEER, ADVANCED

- Led engineer on a project that rewrote a VB6 / ASP application from scratch to incorporate ten years' worth of enhancement ideas into an ASP.NET / C# solution using Entity Framework. The project used industry best practices and design patterns that took two years from coding start to go live, managed with Scrum methodology and iterative delivery to internal stakeholders and beta users to maintain team alignment. The Enhancement Submission Process (ESP) application went live in November 2012. It was used by 11,000 banks and credit unions as a platform to submit ideas on any of the 1,000+ JHA products and a workflow to allow the user base to discuss and vote on each idea until accepted.

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DataLink, Springfield MO | *Nov 2006 - March 2010*

PROGRAMMER ANALYST

- Worked on a small team to rewrite a VB6 application into ASP.NET with C# and AJAX using LINQ to SQL. Implemented best practices using the UnitOfWork and repository patterns. Rearchitected the SQL database and created a data conversion WinForm application to migrate existing clients to the new system.

PRODUCT ANALYST

- Instructed and problem-solved a banking software solution: document indexing with barcode printers and scan stations along with document tracking through Crystal Reports delivered in an application/web interface.

Heritage Home Healthcare, Albuquerque NM | *2006*

TRAINING & TECHNICAL SUPPORT COORDINATOR

McKesson, Springfield MO | *2003 - 2006*

PRODUCT SUPPORT ANALYST II

PRODUCT SUPPORT INTERN

EDUCATION

Missouri State University, Springfield, MO | *2001 - 2007*

BS, COMPUTER INFORMATION SYSTEMS