Katherine Leonard

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SOFTWARE ENGINEERING MANAGER

Results-driven leader focused on delivering innovative software solutions that create tangible and lasting business value. Thrives on nurturing emerging technical leaders and structuring an organizational design to seamlessly meet evolving business needs. Known as an innovation enthusiast who enjoys experimenting with novel approaches to software development, all while respecting time-tested principles that underpin traditional methodologies. Committed to not only building robust and efficient software but also fostering a culture of continuous improvement and excellence in the software domain.

AREAS OF EXPERTISE

Project Management | Technical Team Leadership | Agile Software Development | Software Development Lifecycle
Front-End Web Development | SaaS | Software Architecture | Engineering Design Process | Strategic Planning | Coaching

TECH

JavaScript | React | Node.js | TypeScript | Express.js | Java | Git | GitHub | Ruby on Rails | SQL | NoSQL | MySQL

PROFESSIONAL EXPERIENCE

Brex | Remote   **05/2022-1/2024**
Engineering Manager, Account Expansion

Collaborated with cross-functional teams to implement solutions that optimized account management processes, elevated customer experiences, and supported the company's growth.

- Selected to lead a massive migration effort to move 35K customers from legacy to Empower platform, introducing Agile processes to bring clarity to a highly ambiguous project.
    - Partnered with Product Management and Design to define and deliver a freemium product carved from the enterprise solution, facilitating a smooth transition and introducing a more versatile product.
    - Quickly responded to additional product requirement needs, handling resourcing and road mapping to deliver a fully gated solution that enabled 70% customer migration with no loss of functionality.
    - Seamlessly transitioned 30+ complex customers, creating a high-touch migration plan that utilized off-peak scheduling, repeatable processes, and customer outreach to deliver zero workflow interruptions.
    - Successfully migrated 100% of the customer base and enabled the depreciation of 10+ services and tens of thousands of lines of code with no customer disruption.
- Scaled Go-to-Market packaging solution from 1 product offering to 4, guiding the technical plan and future-proofing engineering design to enable the offering of tailored configurations for clients.
- Strengthened the engineering talent pipeline by proposing a professional development program for team members that increased learning & development scores by 30%.

The Mom Project | Remote   **8/2020-4/2022**
Engineering Manager

Drove strategic development initiatives for both team and organizational processes while leading three pivotal product teams: 1. Internal Tools focused on building efficient administrative interfaces, 2. Integrations working to enable seamless data transfer from internal systems to client ATS, and 3. Employer Experience dedicated to supporting the SMB segment with job creation and applicant management.

- Aligned the engineering team to an ambitious product roadmap, introducing agile project management, and creating a more performance-focused work culture.
- Enabled revenue scaling by delivering an ATS integration plan, guiding the development of an external API to enable data transfer between systems.

- Fostered a high-performing engineering team by contributing to the definition of a career ladder along with re-leveling each team member with new performance expectations, resulting in 5 promotions to more senior-level roles.
- Provided line-manager support for the Growth team, helping to acquire and convert site visitors through employer onboarding, as well as for Technical Support, who handled various internal technical support requests.

New Relic | Portland, OR   **11/2013-8/2020**
Lead Software Engineer and Architect: Application Experience/APM Care

Designed and oversaw the development of software systems that monitored application performance, ensuring a seamless user experience. Led teams to implement architectural solutions and drive innovation to enhance the company's web tracking and analytics capabilities.

Application Experience/APM Core

- Provided technical leadership and architecture expertise for two diverse teams: led Application Experience in constructing service monitoring interfaces using React on NROne and optimized APM Core's legacy Rails/Angular monolith, achieving substantial performance enhancements for user interfaces.
- Pioneered the "Voltron" working model, collaborating with subject matter experts to build a customizable data visualization (waterfall) component that saved countless hours of re-engineering and enabled speedy UI delivery for multiple use cases.
- Revitalized the highest revenue-generating APM product by building a long-term plan to deprecate the legacy code base, beginning with rebuilding a team to support the current product alongside a team to replace the current product using a modernized React-based single-page application; led a team of 9 engineers, facilitating a successful migration of 100% of existing user interfaces and rebuilding 50% of core use cases, resulting in enhanced performance and a seamless user experience.
- Spearheaded a tiger-team initiative, driving cross-product and cross-organizational technical solutions for the seamless conversion from legacy to NROne platform, showcasing adaptability and strategic problem-solving.
- Engineered numerous user interfaces and shareable components using cutting-edge technologies such as React and Typescript, contributing to a more dynamic and efficient development environment.

NR1-Apps, Data Management, Browser, APM

- Innovated customer data clarity by creating a UI (React) and query service (NodeJS), demonstrating a proactive approach to enhancing user understanding of data usage.
- Devised a robust retry and backoff strategy for external service requests, mitigating downtime risks by preventing resource domination through excessive refresh attempts.
- Revamped several user interfaces in React, contributing to an improved and modernized visual experience for end-users.
- Implemented timing instrumentation for single-page applications, optimizing performance tracking and ensuring efficient monitoring of critical user interactions.
- Led the final stages of a Rails monolith upgrade, identifying, repairing, and communicating major changes in framework behavior, with no disruption to product development for 70+ contributors, and with no disruption to the customer experience.
- Developed a D3 visualization for cross-application transaction tracing, delivering comprehensive end-to-end information on performance within a microservices architecture and enhancing customer insights.

EDUCATION

BSc. Science; English Minor; Liberal Arts Certificate | Simon Fraser University | Vancouver, British Columbia
Certificate in Software Development | McGill University | Montreal, Quebec