**JAY MCMEANS**

(817) 797-3182 | jay@mcmeans.us | www.linkedin.com/in/jaymcmeans

Accomplished senior IT Leader with the ability to lead and grow people as well as interact technically with team members. Well versed in multiple Agile methodologies such as Scrum, SAFe, and Kanban. Extensive experience in the area of cloud, web API, test automation, and general UI development. Ability to lead both small and large teams across multiple technical disciplines. Passionate about the constant improvement of SDLC. Architected solutions for customers across multiple environments to solve complex problems and deliver business results. Adept at seeing the big picture and taking a project from concept through to implementation on time and on budget. Previously held a high level of Security Clearance.

**KEY SKILLS**

Leadership | Agile | Process Improvement | Test Automation | Cloud | Problem Resolution | Team Collaboration

**PROFESSIONAL EXPERIENCE**

**intelliflo,** Remote **09/2022 - 08/2025**

**Director of Engineering**

Led Engineering teams across the US, Latin America, UK, and Poland that were responsible for enhancing and maintaining the intelliflo Office and Portfolio platforms.

* Led the US and Latin America teams that were wholly responsible for the successful creation and deployment of new intelliflo Office for the largest client State Farm.
* Key contributor to the successful conversion from a non-standard Agile practice to Scaled Agile Framework (SAFe).
* Spearhead multiple critical processes such as Incident Management, Defect Management, Root Cause Analysis, and Engineering Inspired Change across the global organization.
* Championed test automation for both the web user interface and web services APIs.
* Continually reviewed the Secure Development Life Cycle for necessary improvements.

**SiriusXM | Connected Vehicles,** Irving, Texas **12/2019 - 08/2022**

**Sr Director Software Engineering**

Led teams responsible for enhancing and maintaining the Stellantis, Hyundai, Honda, and Subaru Connected Vehicles legacy platforms.

* Successfully migrated the Stellantis OEM from a legacy on-prem platform to the next generation cloud-based platform.
* Led a team that successfully implemented a Salesforce based Call Center Customer Management system. The system handles the customer service as well as revenue generation side of the Call Center.
* Spearheaded test automation across multiple projects and systems to the extent that automation became the norm instead of the exception.
* Drove teams towards the CI/CD and DevOps methodologies.

**NCR, Ft Worth,** Texas **09/2019 - 12/2019**

**Sr Software Engineering Manager**

Led multiple teams of developers, quality analysts and product owners for the Hospitality division of NCR. The products that the teams work on are a part of the Aloha POS product line created by the company for use in restaurants and hotels. This included managing people in Ft Worth as well as remotely in Georgia and New Hampshire.

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**J.P. Morgan Chase & Co,** cxLoyalty, Plano, Texas **05/2018 - 07/2019**

**Sr System Development Manager**

Led a team of subject matter experts to both evaluate new requests as well as providing estimates. This team crossed the development, business system analysts, DevOps, and quality assurance teams.

* Managed .Net and JavaScript developers for a loyalty rewards company. The systems include the web APIs as well as the web user interface used by clients. Managed developers locally as well as remotely in MN, NY, ID, and India.
* Created and implemented a transformation plan to move the development teams from a collection of individual developers to a collection of Agile teams. Implemented the processes for transforming the development organization from a Waterfall like process to Agile Scrum and Kanban processes.
* Led a team of subject matter experts to both evaluate new requests as well as providing estimates. This team crossed the development, business system analysts, DevOps, and quality assurance teams.

**Rent-A-Center,** Plano, Texas **05/2012 - 05/2018**

**Sr System Development Manager**

Managed four different development teams with completely different deliverables. These include CRM, in-house legacy operations applications, web-based enterprise applications, and outsourced web development.

* Architected and managed the development of a replacement web system in an AWS serverless environment. This platform utilizes S3, CloudFront, Lambda, API Gateway, DynamoDB, AngularJS, Node.js, and Okta for security. The new system will save the company $500k per year in licensing and outside consulting fees.
* Architected and managed the development of an Enterprise web-based system that allows home office users to interact with POS data. The system was designed to be simple to use without any training. Managed an outside company to develop the user experience while managing an internal team to develop the web services. This system has been widely accepted by multiple departments across the company. The platform in AWS EC2 containers in order to allow for dynamic scaling of the environment as well as gain a highly reliable system uptime.
* Implemented development best practices with SDLC practices such as peer code reviews, automated unit testing, automated system testing, code compliance and code coverage with SonarQube, GIT, CI and moving towards CD, as well as utilizing Jenkins.
* Managed multiple teams of software developers responsible for the development of the new point of sale system for over 4000 Rent-A-Center stores.
* Managed two teams to deliver the Enterprise applications to support the SIMS POS application. This includes web applications as well as SOAP and REST web services in a service-oriented architecture. The teams also delivered multiple offline batch applications to process the financial data at the Enterprise level.
* Led the team to successfully deploy multiple releases of the SIMS POS application. The team was tasked with repairing over 2000 defects left behind from a previous development team. At the same time the team was responsible for reengineering more than ¾ of the system.
* Simultaneously managed multiple development teams responsible for the POS application, internal pricing tool, and legacy data conversion.
* Defined and implemented multiple processes and procedures to standardize parts of the development tasks.
* Successfully converted a development team from the Waterfall methodology to Agile Scrum. This was the first team to utilize Scrum within Rent-A-Center.
* Started utilizing Scaled Agile Framework (SAFe) practices with two teams. Due to the lack of business and executive buy in to the practice this was not successful.

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**ADDITIONAL RELEVANT EXPERIENCE**

**Burlington Northern Santa Fe,** Ft Worth, Texas

**Software Development - Contractor**

**Sevis Systems, Inc,** Plano, Texas

**Staff Engineer**

**DG Systems,** Irving, Texas

**Development Engineer**

**Sevis Systems, Inc,** Dallas, Texas

**Staff Engineer**

**Destia Communications,** Hurst, Texas

**Senior Programmer**

**EDUCATION**

**Major - Computer Science**

University of North Texas

**VOLUNTEER AFFILIATIONS**

* Mission work through WCUMC to repair homes for the less fortunate.
* Key volunteer and event organizer with Special Olympics Texas since 1989
* Regular volunteer for WC Mobile Market delivering, packing, and handing out food to the community.
* Leads the WC Car Show Committee, organizing an annual car show to benefit Tarrant Area Food Bank.