Robert Gonzalez

VP OF ENGINEERING — TECHNOLOGY EXECUTIVE

AI First • High Value Solutions • Global Scale

CONTACT

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AT A GLANCE

115
Engineers Led

$130M+
ARR Overseen

89.8%
Sprint Predictability

$6.4M
AI POC Projected ROI

CORE STRENGTHS

- ‣ Technology & Product Strategy
- ‣ AI-Native Dev & Enablement
- ‣ Platform Modernization
- ‣ Org Leadership & Talent Dev
- ‣ Engineering Metrics & Ops
- ‣ Security & Compliance
- ‣ Cross-Functional Alignment
- ‣ Budget & Vendor Management

EDUCATION

Mechanical Engineering

Cal Poly, San Luis Obispo

CERTIFICATIONS

- ‣ SugarCRM Certified Developer
- ‣ SugarCRM Certified Admin

PROFESSIONAL SUMMARY

Visionary technology executive with extensive experience leading global engineering, data, and platform organizations at scale. Proven ability to assume rapid organizational scope, build high-trust cultures, and deliver measurable outcomes across complex, matrixed environments. Expert at cross-functional alignment with C-suite leadership, modernizing legacy platforms, and championing AI-native development practices that fundamentally transform engineering throughput. Deep practical experience with AI enablement, product strategy, and data privacy compliance (GDPR, SOC 2).

PROFESSIONAL EXPERIENCE

SugarCRM, Inc. — *San Francisco, CA (Remote)*

Vice President, Engineering   *Feb 2023 — Present*

- Lead a 115-person global engineering organization across the U.S., UK, Poland, Belarus, and India building AI-driven SaaS solutions generating over $130M ARR; assumed full organizational scope from ~50 engineers through rapid restructuring, doubling ownership in a single transition.
- Serve on the Senior Leadership Team, partnering closely with the CEO, CTO, CPO, and CXO to ensure stable, reliable delivery of the full SugarCRM product line.
- Designed and sponsored two AI-augmented development POCs — a Surgical Team developer orchestration model and an Architecture Review Agent embedded in CI/CD — targeting 30–50% throughput increase per engineer with a projected $6.4M annual net benefit at scale.
- Drove engineering-wide sprint predictability from 54.5% to 89.8% (goal: 80%) across five teams by unifying disparate ticket sizing models into a single standardized framework and implementing structured sprint governance processes.
- Converged three concurrent product initiatives into a single unified demo through coordinated effort across six teams and ~30 engineers, delivering on time to strong reception from ELT, Product, Sales, Marketing, and Customer Experience leadership.
- Established the Sustain organization as a net-new engineering unit dedicated to Quality, Compliance, and Performance (QCP), alongside platform reliability, operational ownership, and systematic technical debt reduction.
- Define secure, compliant technology roadmap (GDPR, SOC 2) aligned with product strategy, maintaining 99.9%+ uptime across customer-facing SaaS products.
- Drive cost savings through strategic vendor assessment and contract negotiation, reducing organizational expenses by up to 65% in key services.

Director & Senior Director, Engineering   *Nov 2018 — Jan 2023*

- Directed multiple global product engineering teams delivering Enterprise CRM, Sales Automation, Customer Service, and Mobile applications to thousands of customers.
- Defined and executed SugarCRM's first new-product launch in a decade, collaborating with R&D and Product executives to translate strategy into a scalable market offering in six months.

- Redesigned engineering team structure from four siloed, domain-specific teams into a unified cross-functional organization — incorporating Mobile and App Security — enabling engineers to contribute across the full product stack and reducing single-point-of-failure dependencies.
- Maintained delivery velocity during a 20% workforce reduction, optimizing processes and morale through transparent communication and leadership continuity.
- Planned, coordinated, and advised Engineering-wide annual hackathons spanning 30+ teams, fostering innovation culture and cross-functional collaboration across the full R&D organization.
- Mentored senior leaders and architects to deepen management capability and strengthen global R&D succession pipelines.

Manager & Senior Manager, Engineering   *Mar 2016 — Nov 2018*

- Founded the Junior Engineer & Intern Mentorship Program, broadening early-career recruitment and talent diversity.
- Introduced structured test strategy development into product design, improving quality and reducing production defects by 25%.
- Built onboarding and training programs that increased time to initial contribution by 20%.

Senior Engineer & Lead Engineer   *Jan 2012 — Mar 2016*

- Principal engineer for REST API architecture and metadata frameworks powering platform extensibility across SugarCRM's global partner and enterprise customer base.
- Lead engineer for Integrations and Business Process Management capabilities.

Market2Mobile — *Concord, CA*

Senior Software Engineer   *Nov 2011 — Jan 2012*

- Led engineering and architecture for mobile marketing platform, API, and CRM.
- Architected AWS infrastructure (EC2, S3, RDS, ELB) and deployed SDLC pipeline.
- Collaborated with executive leadership on product market fit and GTM strategy.

Sold2U — *Danville, CA*

Senior Software Engineer   *Nov 2010 — Oct 2011*

- Rapidly engineered and deployed complete real estate community websites to specification.
- Built business-critical lead scoring mechanism improving sales agent prioritization and accelerating pipeline-to-close conversion.
- Engineered Business Intelligence solutions and marketing automation platforms with rich analytics.

Bay Alarm Company — *Pacheco, CA*

Web Developer   *Sep 2006 — Oct 2010*

- Engineered customer-facing self-service account management application serving thousands of users.
- Implemented middleware processing monthly payments in excess of $5M.
- Wrote enterprise PHP framework enabling full integration across Sybase, SQL Server, and MySQL backends.

New United Motor Manufacturing, Inc. (NUMMI) — *Fremont, CA*

Senior Specialist   *Sep 1997 — Sep 2006*

- Engineered web applications and customer-facing vehicle sales portal supporting ~250,000 vehicles annually across Toyota Tacoma, Toyota Corolla, and Pontiac Vibe lines.
- Managed $3M departmental budget and led plant security and emergency response operations.
- Authored the plant-wide Emergency Response Procedure Manual.