

GLENN P. WILLIAMSON

480.286.4183 | glenn@glennpwilliamson.com | www.linkedin.com/in/gpwillia | Phoenix, AZ

Results-driven Director of Software Engineering & Data Solutions with over 15 years of experience leading high-performing teams in developing scalable, cloud-native solutions using technologies like .NET, Python, and Azure. Proven expertise in leveraging data engineering and advanced analytics to drive strategic business impact and enhance decision-making. Committed to fostering a culture of innovation and collaboration while effectively communicating complex technical concepts to stakeholders. Dedicated to delivering high-quality solutions that align with organizational goals and advance digital transformation initiatives.

TECHNICAL SKILLS

Languages: Python, Java, C/C++/C#, .NET, PHP, Perl, Scripting | **Tools & Technologies:** Terraform, Jenkins, Puppet, Sentry, Datadog, Splunk, Lighthouse, PagerDuty, Kafka, Grafana, Looker, Power BI, Jira, Confluence, GitHub, MLOps, Databricks, TensorFlow, PyTorch, Kubernetes, Docker, Playwright, JUnit, Selenium, SAP HANA, Salesforce, Snowflake, Informatica | **Cloud Platforms:** AWS, Azure, GCP | **Databases:** MySQL, MS SQL Server, Oracle, DynamoDB, PostgreSQL | **Virtualization:** VMware, Hyper-V, KVM, Nutanix | **Data Integration:** TIBCO, MuleSoft, Informatica | **Web Technologies:** JavaScript, Drupal, Elixir, Go, React | **Regulatory Compliance:** SEC/FTC, ISO 26262, ISO9001, DPA, GDPR, CCPA, HIPAA

PROFESSIONAL EXPERIENCE

ESTÉE LAUDER COMPANIES | Head of SW Engineering and Project Mgmt. | 2023 - Present

- **Team Leadership:** Led a team of 20+ engineers and specialists in driving eCommerce initiatives that contributed to 65% of global online revenue across 25 brands, fostering a culture of innovation and collaboration.
- **Strategic Revenue Model:** Negotiated a revenue-sharing model aligned with a pay-for-performance strategy, enhancing production and cycle-time for critical opportunities.
- **Architectural Transformation:** Spearheaded the transition from a monolithic system to a microservices architecture in AWS, utilizing Python, resulting in an 18% reduction in maintenance costs.
- **Budget Management:** Oversaw a technology budget exceeding \$100M, ensuring project alignment with strategic goals and timely delivery.
- **Agile & DevOps Practices:** Championed Agile, DevOps, and CI/CD methodologies, accelerating delivery and innovation across software and data platforms.
- **Data Architecture & Governance:** Led the design and implementation of modern data architectures, establishing robust governance and compliance practices for data quality and security.
- **Real-Time Insights:** Enabled advanced analytics and AI/ML capabilities, driving meaningful business outcomes through tools like SQL Server, Tableau, and Python.
- **Deployment Efficiency:** Reduced deployment time by 40% through the implementation of Terraform for cloud deployments and streamlined CI/CD processes, including automated security checks.

- **Cybersecurity Leadership:** Identified and fixed a cyber-attack that resulted in over \$5M in losses; established secure coding standards adopted company-wide and integrated into GitHub workflows.
- **PMO Governance Strategy:** Formulated and executed an enterprise PMO strategy to prioritize and deliver strategic initiatives, ensuring optimal resource allocation and adherence to quality standards.
- **Post-Incident Analysis:** Established a task force to analyze incidents, reducing site and system issues by 35% month-over-month through data-driven decisions.
- **Incident Management Framework:** Implemented PagerDuty across 25 brands to enforce SLAs and standardize incident handling processes, improving operational efficiency.

X (TWITTER) | Director of Cloud and Platform Engineering | 2020-2023

- Managed a cross-functional team to create and implement real-time monitoring, improved access controls, and data encryption policies, ensuring compliance with regulatory requirements following the 2022 FTC fine, thereby enhancing data security and compliance for all endpoint systems with Intune.
- Designed and implemented a data processing pipeline capable of handling up to 5TB daily, producing data products that enable citizen integrators and developers to utilize real-time metrics on system performance, driving actionable insights and operational efficiency.
- Implemented a 24/7 Site Reliability Engineering (SRE) team, developed standard operating procedures (SOPs), established automation tools that increased engineers' time to market (TTM) by 15%, and deployed a self-correcting observability platform, significantly improving system reliability and performance monitoring.

PETSMART HOME OFFICE | Dir, SW Engineering and Data Integration | 2019 - 2020

- Led the creation of a centralized data zone that enhanced agility, scalability, and access through an API-led environment for enterprise analytics, supporting over 200 integrated applications and predictive modeling frameworks.
- Spearheaded digital transformation initiatives that improved customer analytics by 13%, centralized 150+ cloud projects, and optimized data processing efficiency, ensuring alignment with customer 360 views through a cloud-based CRM like SAP HANA.

COMMERCEHUB | VP, Software Engineering and Strategic Initiatives | 2017 – 2019

- Led the architectural transformation of a legacy monolithic system to a microservices-based architecture, significantly improving delivery speed and efficiency, which was recognized by a \$50,000 award from Facebook Marketplace for our innovative approach.
- Refactored the EDI layer into an API-led transfer system, enhancing scalability and flexibility in operations with shippers and retailers, positioning the organization for a valuation of \$1 billion while maintaining robust security and compliance standards.

EDUCATION & CERTIFICATIONS

Master of Science in Software Engineering, Arizona State University, Tempe, AZ,

Master of Business Administration – Technology Mgmt, University of Phoenix, Phoenix, AZ,

Bachelor of Science in Computer Science & Mathematics, Tuskegee University, Tuskegee, AL,

Certifications: Certified Information Security Manager (CISM), Project Management

Professional (PMP), Scaled Agile Framework (SAFe), Certified Professional Coach (CPC)