Craig Keating

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Executive Summary

Problem-solving technology expert with 38+ years of experience directing and leading enterprise architecture, software development and engineering in all life cycle phases from concept to end-of-life. Ability to lead diverse, direct, and virtual teams blending management skills and extensive. Extensive experience in Vocational Rehabilitation (VR), legislated regulations, policy directives and methods necessary to deliver software compliance within the case management system. Demonstrated leader, mentor, and role model.

Professional Experience

Encorpe Inc., Olympia, WA   2020 - Present

Leading provider of software and services to help organizations optimize VR services, maintain compliance with Rehabilitation Services Administration (RSA) policy directives and effectively implement the Workforce Innovation and Opportunity Act (WIOA) vision.

Executive Member of the Technical Staff
Executive Director and Chief Technology Officer overseeing all development and technical services relevant to the WIOA with a special emphasis on VR.

- Responsible for software architecture, technical feasibility assessment, proof-of-concept development and software process improvements in support of VR agencies.

- Assist VR agencies and software development firms in optimizing case management systems to comply with RSA policies, WIOA regulations and VR requirements.

- Interface with VR staff and RSA data specialists to identify and correct RSA-911 errors; support, maintain and upgrade the open source RSA-911 Edit Checker as needed.

Alliance Enterprises Inc., DuPont, WA   2007 - 2020

Leading provider of case management software, analytics and cloud services for state VR agencies and tribal nations, serving over 12,000 rehabilitation professionals.

Enterprise Solutions Architect (2012 – 2020)
Responsible for software architecture, technical feasibility assessment, proof-of-concept development and software process improvements.

- Subject matter expert for .NET, interfaces, data conversion, analytics, quality engineering and all aspects of the Software Development Life Cycle (SDLC).

- Spearheaded, architected, and implemented Selenium Test Framework providing a safety net for Agile development while discovering, resolving and maintaining quality.

- Continuously resolved issues identified by the Acunetix Vulnerability Scanner.

- Customer Account Manager for three State agencies working closely with them to proactively resolve issues as they arise rather than wait for escalation.

Field Services, Hosting Services and Quality Assurance Manager *(2007 – 2015)*
Responsible for implementation services in support of implementation and migration of 25 VR case management systems including data conversion, interface development, testing and Q/A.

- Developed and deployed tracking artifacts to better measure Field Service deliverables for Data Conversion that transitioning the team back to on-time delivery.

- Improved overall application performance by 25% and reduced SQL traffic by 300%.

- Reduced the Aggregate Defect Index by 70,000, the single highest reduction in the 5 years the ADI metric had been in place.

Intel Corporation **Intel Corporation** DuPont, WA   **1997 – 2006**

Leading provider of case management software, analytics and cloud services for VR agencies and tribal nations, serving over 12,000 rehabilitation professionals.

Enterprise Software Product Development Manager
Responsible for all software stack development including BIOS, Firmware, Server Management and Utilities

- Led validation and sustaining team for the Enterprise Server product line generating ~$100M in yearly revenue managed a $5M annual budget.

- Led team of functional managers, architects, program managers and engineers, servicing external vendor deliverables and navigating complex technologies to develop a strategic software product roadmap.

Education, Certifications and Awards

- Bachelor of Science, Computer Science, California State Polytechnic University, Pomona, CA

- Microsoft Certification AZ-103, 2019

- Certificate of Appreciation and Divisional Recognition Awards, 2002

- Intel University Teaching Awards 2000-2005

- American Electronics Association Achievement Award in Multiprocessing in 1995

- Hold a US Patent on Multiprocessor Technology