CHRISTOPHER M. TONKINSON

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Lititz, Pennsylvania

I am a people- and business-oriented technology leader with proven track record of
success growing and managing healthy teams with solutions-focused accountability.
I am adept in architecture, security, operations, and automation with a demonstrable
acuity for hiring, team culture, and growth (both on-prem and remote).

EXPERIENCE *(last 10 years only)*

Vice President of Software Engineering and Architecture   2015 – Present
@ Convey Health Solutions (NYSE: CNVY) in Ft. Lauderdale, FL [remote]
Healthcare technology and services – SaaS, BPaaS, and Data Analytics FDR serving over 10 million MA & Part D members

- Simultaneous oversight and growth of 6 different globally distributed architecture & engineering teams
- Recruitment, onboarding, development, and mentorship for Engineering management and staff
- Direct responsibility for various technology platforms driving 8-figure annual revenue
- Pioneered a DevOps culture at Enterprise scale, delivering new capabilities through tactics and tooling while simultaneously netting six-figure OPEX reduction in overall SSDLC tooling for 200+ developers
- Bootstrapped "SOSA" (Software Operations, Security, and Architecture) team to define and achieve future state
- Bootstrapped centralized SRE team to bring clarity and control of KPIs/KPOs/SLAs unique to each business unit
- Realized 90%+ reduction in cost of production system support through myriad automation initiatives
- Driver of innovation and development for both client-facing and internal line of business platform roadmaps
- Strong interdisciplinary partner and conduit (Sales, Ops, IT, Legal, Security, HR, Finance), streamlining cooperation
- Ideation, development, and implementation of long-term proposals for product innovation and platform sustainability
- Served as lead Solutions Architect, developing scopes of work, cost-benefit analysis, and migration planning
- "Dotted line" reporting to Security and Governance functions ensuring HIPAA, HITRUST, PCI, SOC, SOX compliance
- Please tell me if you read this line of text – I like to know who pays attention to detail
- Enterprise policy & procedure development for Engineering and Product development
- Domains served: enrollment reconciliation, risk adjustment, revenue integrity, sales force management, compliance

CTO   2016 – 2020
@ CultureSpots.com in Philadelphia, PA [remote]
BYOD accessible mobile audio tours – museum, cultural, heritage, and non-profit galleries & sites

- Provide technology strategy and direction for platform, feature design, and growth opportunities
- Drove Section 508 / WCAG accessibility compliance initiative to serve all audiences
- Quarterly reports on value added by development efforts
- Direct project work – SDLC design, implementation, support, DevOps
- Managed small offshore teams to deliver value at budget and on-time
- Management and operational support of internal and production infrastructure
- Security governance, quality control, disaster recovery, and business continuity planning

Principal, Co-Founder   2006 – 2015
@ Forge Software in Philadelphia, PA [remote]
Software design, development, and consulting – healthcare, non-profit, real estate, consumer electronics

- Project manager and lead developer for client work
- Responsible for business development and lead generation, client services
- Negotiated client contracts for software development and related services
- Managed contract sales and client retention
- Internal champion for new technology adoption strategy
- Business-goals driven design and development of infrastructure and software for B2B/B2C systems
- Design, review, development, implementation, testing, deployment, operations, and support for both new and legacy information and computer systems
- Operated within local, hybrid, and cloud environments
- Strategic consultations including sales, marketing, security, legal, regulatory, and operations

Sr. Full-Stack **Software Engineer** 2012 – 2013
@ Sensaphone in Aston, PA
Remote environmental monitoring – agriculture, industrial, residential, medical, data center, water treatment
- Development of ecommerce website with physical product sales and fulfillment, as well as subscription services
- Internal and external API design and development (with interoperability between firmware and web teams)
- Mentored junior developers
- Managed project teams up to 2 direct reports
- Liaison between hardware, firmware, software, and web groups
- Responsible for architecture and design of richly interactive full-stack web application

MISC

Select Hard Skills
- Development – secure software development lifecycle, architecture, analysis, implementation, TDD
- Automation – source control, continuous integration, continuous delivery, testing, quality assurance
- Infrastructure – virtualization, containerization, orchestration, configuration management, infrastructure-as-code
- Security – design, analysis, assessments, testing, audits, compliance
- Operations – signal aggregation, monitoring, alerting, incident response, root cause analysis
- C, C++, C#, PHP, Ruby, Bash, HTML, CSS, Javascript, SQL (MySQL, Postgres, T-SQL), Java, Python, Node.js, ActionScript
- Ruby on Rails, Node.js, Entity Framework, STL, jQuery, Angular, React.js, .NET Framework, .NET Core
- Git, SaltStack, Atlassian, GitLab, Docker, Terraform, Kubernetes, Blockchain, AWS, PaaS, Linux, Windows, MacOS

Select Projects
- Personal website: https://chris.tonkinson.com
- Podcast: https://refactored.work
- Career Schema Project: https://cs-project.org
- Symphony MUD (game engine): https://gitlab.tonkinson.net/symphony/engine

ACADEMIC

B.S., Computer Science
Kutztown University of Pennsylvania in Kutztown, PA
- Hybrid theoretical/practical computer science track
- Minor, mathematics
- Honors program
- Graduate-level work in information retrieval, compiler/language design
- Student tutor