

Jer Lance

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Objective

As a leader, I use coaching and mentorship strategies to find the best in my team, inspire them to achieve, aid them in their pursuit of personal growth; and I use all of these to help the team provide amazing service to the organization's customers.

As a leader of leaders, I am responsible for the vision that our team will collectively and collaboratively pursue, for guiding our team and products in that direction, and for truing that vision to the goals and strategies of the organization as a whole.

Experience

Invitae

2023 – Present

Solution Architect

Provided architectural design, strategic direction, and technology solutions for a CI/CD platform for the organization.

(Skills: System Architecture, APIs, Kubernetes, Jenkins, Docker, AWS, Flux)

Rocket Mortgage (fka Quicken Loans)

2016 – 2023

Software Architect

Responsible for designing solutions for, developing architecture of, encouraging alignment with, and guiding development of software for the loan origination channel.

- Created architectural and interaction diagrams for legacy applications
- Developed an incident follow-up process and iterated over improvements as the process was adopted by the rest of the organization
- Created a multi-tenant solution for providing internal services to external clients
- Created and participated in the architectural design of dozens of enterprise-wide initiatives and guided partner teams to design best-practices
- Guided development of software and supported software engineers in implementing CI/CD

(Skills: System Architecture, Service-Oriented Architecture [SOA], Event-Driven Architecture, APIs, Kubernetes, Rancher, Docker, AWS, CircleCI)

Director, Engineering

Provided visionary leadership for the platform responsible for the real-time generation, processing, storage, and retention of all mortgage documents as well as supporting the document needs for other non-mortgage business units across multiple companies.

- Created and inspired the team to achieve the vision of a modern, API- and event-driven approach that resulted in adoption of our technologies being measured in days rather than months
- Increased the capacity of the platform by more than 100% year-over-year for two consecutive years, resulting in being able to support nearly 500% more document volume
- Built a incident management process that resulted in moving the uptime for the platform from almost 70% to over 98%
- Grew the platform team by 40% to over 60 technologists—including leaders, engineers, product owners, business analysts, and more—while growing our throughput by over 120%

(Skills: Servant Leadership, Scaled Agile [SAFe], Agile, System Architecture, Service-Oriented Architecture [SOA], Event-Driven Architecture, APIs)

Team Lead – Technology

- Led a cross-functional team of database engineers, software engineers, application engineers, business analysts, and product owners to the successful management of an enterprise-scale document management system
- Reduced production outage event from an average of 5 hours per week to less than 2 hours per month
- Limited post-launch defect count from an average of 2 per launch to less than 1 in 5 launches
- Provided formal coaching and mentorship to teammates from numerous disciplines providing consistent and reliable growth of individuals
- Successfully brought several legacy applications to end-of-life and have limited or mitigated the use of several others resulting in renewed focus on the remaining applications
- Led multiple teams simultaneously in order to bridge periods of change through flexibility, delegation, and trust

(Skills: Servant Leadership, Scaled Agile [SAFe], Scrum, Agile, System Architecture, Service-Oriented Architecture [SOA])

Perficient (fka Grand River)

2013 – 2016

Software Development Manager / Solution Architect / Agile Coach

- Led the planning and execution of a transition from a traditional, rigidly waterfall delivery model to a heavily Scrum influenced iterative model
- Created and lead a training program for all members of the delivery team for our business unit: developers, project managers, account managers, quality assurance, etc
- Provided coaching and mentorship for delivery teams during day-to-day operations, supporting 20+ teams on numerous projects using a wide variety of technologies
- Managed the planning, execution, delivery, and staffing of new eCommerce development projects, averaging 4-10 simultaneous projects employing 20+ developers
- Supervised a team of 12 direct reports consisting of technical leads, software engineers, and interface developers
- Coordinated with leads from the account management, project management, and quality assurance groups in order to align what were previously widely disparate processes
- Interacted with customers directly to educate, inform, and elucidate

(Technologies: PHP, MySQL, Magento, Amazon AWS, AngularJS, JQuery, Javascript, Linux, Nginx, Git, Scrum, Agile, Servant Leadership)

Technical Lead

- Performed discovery tasks, requirements analysis, and technical project documentation for eCommerce development projects.
- Managed the development team's tasks to ensure that projects remained on-time and within budget.
- Helped develop delivery processes with the goal of decreasing development time and costs and improving quality.
- Liaised with clients for post-sales specification building and requirements gathering.
- Interacted with software vendors and clients to develop architecture for solutions designed to solve technical requirements of projects.
- Provided support to the project management team in the form of development timelines, scoping, and project planning.
- Developed software solutions in PHP and Javascript in multiple frameworks to include Magento and AngularJS.
- Served as system administrator for the development environments used by the various build teams.

(Technologies: PHP, MySQL, Magento, Amazon AWS, AngularJS, JQuery, Javascript, JIRA, Linux, Nginx, Git)

ePrize, Inc

2012 – 2013

Senior Software Engineer / Acting Technical Lead

- Served in a supervisory and mentorship role to a team of software engineers.
- Managed the team's day-to-day work load, responsibilities, and schedule to ensure quality software was delivered within budget and on time.
- Coached the development team through training, one-on-ones, status meetings, and formal reviews to improve our delivery, and that of the company as a whole.
- Initiated policies that resulted in a nearly 50% reduction in first-round defects and an over 50% decrease in post-launch defects.
- Created hundreds of dynamic, web-based loyalty programs, promotions, and multi-channel platforms for marketing initiatives for a diverse group of clients.
- Provided domain expertise in the areas of development, marketing, and project management to improve project execution within the division.
- Supported the sales team through scoping, technical ideation, and client calls ensure that a viable, useful, and desired product was sold to our customers.
- Assisted project management team in proper requirements analysis, client management, and project planning tasks.

(Technologies: Perl, MySQL, Template Toolkit, Javascript/JQuery, HTML, PHP, Python, Drupal, Django, Git, Mercurial)

Penguincon OSS/SF Convention

2008 – 2019

Board Member, Facilities Coordinator, Hospitality

- Sought out, negotiated, and enforced contracts with facilities and external vendors.
- Maintained the business relationship between the convention and its business partners throughout the event.
- Managed hotel accommodations and function space usage and configuration for the event.
- Organized on-site logistics for a 1,200-person technical and literature convention from setup through teardown.
- Aided in the creation of budgets and spending breakdowns to govern the finances of the convention.

(Technologies: DokuWiki, Google Docs, LibreOffice, Linux, MS Office, MS Project, MS Visio, RDBMSes [various], Git)

AT Consulting

2005 – 2012

President, Software Engineering Wizard, Consultant

- Development of custom applications such as sales tracking, inventory control systems, custom storefronts, data mining operations, correlative analysis of data, and web community management.
- Consulting for hardware and software purchases, business process design, and logistics management.

(Technologies: Android, C, C++, Eclipse, HTML/CSS, Java, Javascript, Joomla, MS Project, MySQL, PHP, phpMyAdmin, PostgreSQL, SQL, Unix/Linux, UML, VB.Net, Git, Subversion)

Henry Ford College

2007 – 2012

Adjunct Instructor, Lab Technician

- Instructed students in programming and introductory computer courses within the CIS curriculum to include Introduction to Computing, Programming and Logic, Web Programming with PHP and MySQL, Internet Technologies, etc.
- Aided students with their CIS coursework to include C, C++, Java, Visual Basic, SQL, Unix, MS Office and others.
- Assisted instructors during programming classes to help teach good programming practice, logic, procedure, and syntax.
- Wrote course packs and training material for introductory programming logic courses.
- Developed custom software to automate the process of checking students into and out of the lab as well as checking out resources to those students.

(Technologies: C, C++, HTML/CSS, Java, Javascript, MS Office, Moodle, MySQL, PHP, SQL, UML, Unix/Linux, VB.Net)

Oakland Community College

2012 – 2014

Adjunct Instructor

- Instructed students in object oriented programming and C++.

(Technologies: Blackboard, C++, UML, Visual Studio)

Event Metrics Company, LLC

2002 – 2005

IT Chief / Co-Founder

- Developed proprietary software packages that performed the services which EMC sold.
- Managed extensive events and projects for various customers totaling over 5 million dollars annually.
- Performed logistical analysis to maximize effectiveness on both our products and those of our clients in the field while minimizing costs.
- Determined entire scope of the necessary IT resources, purchased those resources, and managed the deployment and daily maintenance of those resources.
- Responsible for all IT decisions and coordinated closely with other departments to ensure that necessary technology was being deployed where needed and used efficiently.

(Technologies: C, C++, HTML/CSS, MS Access, MS Office, MS Project, Perl, PHP, VB, VBA)

Allison-Fisher International

1999 – 2001

IT Director

- Managed all IT related decisions for the company.
- Project managed all programming projects and supervised all in-house software developers.
- Managed and participated in the development of custom, in-house software packages for report generation, customer management, and office automation.
- Made budgetary planning and purchasing decisions for the company.
- Provided employee training on LAN/WAN, software, OS, and specialized tool usage.
- Negotiated and managed contracts and warranties for hardware and software.
- Managed all Oracle 8i Database administration and development.

(Technologies: C, HTML/CSS, MS Access, MS Office, MS Project, Oracle, Perl, VB, VBA)

GSI Lumonics

1998 – 1999

Senior Network Administrator

- Managed implementation of a 10 site frame relay WAN.
- Maintained, programmed, and configured a Definity G3si PBX.
- Developed the electronic call center for the automated attendant for the North American Service Center, handling over 100,000 calls per year.
- Developed and led courses for the end user in LAN/WAN usage, Windows NT 4.0, and software tools.
- Project managed WAN consolidation after a major merger.
- Led project to seamlessly move all regional offices to new headquarters without any interruption to the regular 24-hour business schedule of any sites involved.

(Technologies: C, C++, Definity PBX, MS Access, MS Project, MS Office, Perl, VB, Visio)

Software Development Center, Lee

1996 – 1998

Hardware/Network Technician

- Led company-wide rollout from Windows 95 and Windows 3.11 to Windows NT 4.0.
- Trained new recruits in troubleshooting and repair, enhancing productivity.
- Aided in the inclusion of 10 buildings to the WAN.
- Provided network support to 1,500 users in 13 buildings throughout the WAN.
- Led 'Quick Response Team' to provide support for mission critical applications 24 hours per day, 7 days per week.
- Supervised the activities of a 7 person team responsible for supporting the WAN and its users.

(Technologies: C, MS Office, Perl, TCP/IP, Unix, Windows 95 & NT 4.0)

Yongsan Support Facilities

1994 – 1996

Hardware/Network Specialist

- Aided in expanding a 15 node LAN to a 13,000 node WAN.
- Purchased, installed, configured, and maintained PCs for end users.
- Trained new recruits in networking and troubleshooting.
- Maintained a Sperry mail sub-host for Yongsan Garrison.
- Acted as liaison with the DISA to prevent communications faults from disabling any segment of the WAN beyond a 2 hour threshold.
- Aided COMSEC team in ensuring private communications and network components met C2 security guidelines

(Technologies: Ada, C, C++, Perl, Unix)

Education

University of Michigan

Dearborn, MI

2011 – Present

Master of Science – Computer and Information Systems

- Ongoing

(Study Areas: Data Mining, Educational Technology, OWL, Semantic Web, SPARQL, Web Information Management)

USF Muma College of Business

Tampa, FL

2021

Diversity, Equity and Inclusion in the Workplace

Scaled Agile, Inc

Boulder, CO

2018

SAFe 4 Scrum Master (SSM)

SAFe 4 Agile Product Manager

SAFe 4 Architect

Scrum Alliance

Westminster, CO

2015

Certified ScrumMaster (CSM)

University of Michigan

Dearborn, MI

2008 – 2010

Bachelor of Science – Software Engineering

- Graduate with Distinction
- GPA 3.5

(Study Areas: Algorithms, C, C++, Databases, Enterprise Architect, HTML/CSS, Java, Javascript, Journalism, MS Project, Motorola 68000 Assembler, MySQL, PHP, Python, Perl, Software Engineering Principles & Practices, SQL, Technical Writing, UML)

Henry Ford College

Dearborn, MI

2006 – 2008

Associate of Arts – Computer Information Systems Focus

- GPA 3.9
- Major GPA 4.0

(Study Areas: C, C++, SQL, Technical Writing, Unix/Linux, VB.Net)

Advanced Individual Training

Fort Gordon, GA

1994

Software Analyst Advanced Training (US Army)

(Study Areas: Ada, C, Perl, Unix)

Awards

Best Performance in a Leading Role (Nominee)	Quicken Loans, Detroit, MI	2018,2019,2022
Best Loyalty Program	ePrize, Pleasant Ridge, MI	2013
2011 Difference Maker	U of M, Dearborn, MI	2011
Featured Student	HFCC, Dearborn, MI	2007
Excellence in Marketing	BBDO, Troy, MI	2003