Alex D'Angelo

linkedin.com/in/alexdangelo/
Seattle, WA

I build collaborative, effective engineering orgs and help develop leaders, all in service of making great products.

I foster a supportive environment, where being open and vulnerable leads to deeper connections, growth from taking risks, and a stronger team overall.

EXPERIENCE

Head of Engineering — Craft.co, Seattle, WA

Feb 2022 - Feb 2024

Craft (Series B) helps organizations reduce risks in their supply chain.

Led the 40+ person global engineering and IT team, scaling from 20 engineers while maintaining nearly zero regrettable attrition.

Delivery and Impact

- Successfully delivered flagship B2B and Consumer apps and API with weekly releases. Gained SOC2 compliance.
- Oversaw development of the data platform to enable data scientists and analysts to build AI / ML models from 50+ data sources.
- Defined and executed the engineering strategy and roadmap.
- Partnered with C-level and department heads to launch new products and features, improve support, reduce costs, and become empathetic with our customers.

Technical Efficiency

- Drove or oversaw projects that slashed development costs by $200,000+ and saved weeks of engineering time.
- Established performance metrics and KPIs. Examples: reduced data support costs by 75%, and CI/CD time by 50%.

Team Building

- Overhauled hiring practices in partnership with Recruiting to improve velocity & candidate experience, achieving a ~90% offer acceptance rate.
- Built a diverse global team.
- Turned around the broader engineering org with high attrition and low morale. For example, one team had a +30 NPS health increase.

Director of Engineering — Craft.co, Seattle, WA

Jul 2021 - Feb 2022

As the first U.S. engineering hire, laid the groundwork for scaling engineering and product usage by 10x, overseeing SaaS enterprise, Growth/Consumer, and Platform/DevOps/Security/IT teams.

SKILLS

Leading distributed teams

Working with diverse stakeholders

Leadership development, mentoring, mediation

Recruiting

Agile Scrum and Kanban, Scrum master

Technical: React, TypeScript / JavaScript, Node.js, Html, Css, Amazon Web Services / AWS, Azure, C#, .Net, C++, CI/CD, Service-oriented architecture / Microservices, DevOps

Project Management

Effective communication and writing

EDUCATION

University of California, Santa Cruz

BS & MS Computer Science

VOLUNTEERING

School PTA

President, 2020–2021

Board member, 2018–2020

For the global engineering org

- Built a diverse North American engineering org.
- Wrote the incident response plan, partnering with Customer Success.
- Rolled out global on-call support to all engineers, including research, training, and extensive support documentation.
- Set up a Help Desk ticket system for IT, customer bug reports, security, internal processes. Tracked SLAs and used the data to make targeted improvements to reduce support costs while improving responsiveness to internal teams and external customers.
- Overhauled the engineering level descriptions to set clear expectations and created tools to facilitate career conversations.
- Revamped onboarding guide which decreased ramp-up time.

As full-stack engineering chapter lead

- Set the technical roadmap for the application platform, overseeing projects to increase engineering excellence and productivity.
- Facilitated chapter meetings, promoting knowledge sharing through tech talks and proposal reviews.

Also acted as the engineering manager from Oct 2020 to Jul 2021.

Software Development Manager — PayScale, Seattle, WA

Jan 2018 - Feb 2020

PayScale is an HR tech startup with B2C and B2B products that help people get paid fairly.

Led software development of SaaS business apps in Seattle, with two distributed full-stack teams across 3 products.

Delivered a v1 cloud-based pay cycle administration app. Completed core functionality and addressed key performance, security, and stability issues while increasing test coverage and reducing the support cost.

Software Development Manager — PayScale, Seattle, WA

Jan 2016 - Jan 2018

Led the team responsible for serving ~3 million unique data-driven pages to tens of millions of visitors on payscale.com.

In addition, I scaled the site to support the traffic using AWS CloudFront, S3, WAF, HAProxy.

Organized quarterly hack days for 3 years, leading to production features.

Earlier roles

- Web Architect — PayScale, 2014 - 2016
- Senior Software Engineer — PayScale, 2011 - 2014
- Senior Software Engineer — Myspace, 2010 - 2011
- Software Design Engineer — Microsoft, 2004 - 2010