# Jeremiah Church

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## Summary

I'm looking for an opportunity to make a real difference in an organization. I'm a strong leader capable of adapting to any situation who is fun and easy to work with but always expects and encourages the best work from myself and my team.

## Skills & Abilities

**MANAGEMENT**

· Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards.

· Experience implementing various technical management standard including ITIL, rapid application development styles (primarily Agile) & Technology maturity models.

**TECHNICAL**

· Very strong solo or team lead/architect rails 4/5/6 developer. TDD/rspec/similar.

· Intermediate React/Redux

· Advanced to senior level understanding of most server (Windows 2k-2k8, Ubuntu, Redhat & Fedora), networking, infrastructure (Cisco & Checkpoint hardware, various software firewalls & switches and supporting monitoring tools, Newrelic, Solarwinds, CA, etc), many coding languages (.net/C#, Java, PHP, etc), SQL Servers (MS SQL, MySQL, Postgres/GIS), and Cloud & Virtualization technologies (AWS & VMWare.)

**COMMUNICATION**

· Exceptional listener and communicator who effectively conveys information verbally and in writing.

· Strong ability to appropriately cater a message to the intended audience.

## Experience

**SR PRODUCT MANAGER | WATTS WATER TECHNOLOGIES INC | 4/18 – 5/2019**

**DUTIES**

- Continued expansion of C3Backflow (rebranded Syncta) Backflow Management Solution SaaS & related technologies.

- Lead software & connected valve strategy

**ACCOMPLISHMENTS**

- Integrated C3Backflow with 100 year old manufacturing company and doubled the size of my software org in 6 months.

- Brought new connected hardware product to market in record time (conception to sku ready for sale in two months – before I was involved estimates were 8+ months)

**FOUNDER & CEO | CROSS CONNECTION CONTROL INC | 2/15 – 4/2018**

**DUTIES**

- Technical implementation and overall leadership of B2B SaaS product

**ACCOMPLISHMENTS**

- **Successful acquisition by a publicly traded company**

- Implement strong technical standards that allowed the company to easily outpace all competition and deliver unsurpassed uptime and reliability.

- Overcame numerous technical issues – 100s of custom user input fields on a form, thousands of custom forms. The

travelling salesman problem with hundreds of stops in a day, etc.

### SENIOR APPLICATION SUPPORT ENGINEER TECH LEAD | FISERV INC | 6/11 – 2/2017

**DUTIES**

- Provide complete lifecycle support for custom online banking solution for a multitude of financial organizations. Clients range from small credit unions to top five banks.
- Top-tier troubleshooting of problems ranging from human error to complex and extensive multi-organization systemic issues.

**ACCOMPLISHMENTS**

- Scale efforts to the problem at hand to reduce unnecessary resource consumption, varying from single-handedly addressing issues to managing a war room of people and leading multiple-site workgroups.
- Address projects & problems at all levels: from discussions with senior management, to upset customers, to working as a team member to collaborate on a solution.
- Convert dissatisfied clients into strong partners via complex troubleshooting and honest communication.
- Substantially improved knowledge transfer and team based documentation by implementing a lightweight process and documentation to supplement team tribal knowledge.

### TECHNICAL OPERATIONS MANAGER | VERO INC | 9/07 – 6-11

**DUTIES**

- Design and technical management of custom applications involving secure financial information exchange with internal and external parties, specifically banks, credit unions and related processing companies & software partners.

**ACCOMPLISHMENTS**

- Managed multiple audit cycles ensuring Software as a Service financial solution meets all regulatory and compliance measures, including SAS70 Type 2 and PCI-DSS.
- Three nines uptime on a very lean budget.
- Built and grew diverse team of technology specialists to both build & run a complex SAAS application through careful hiring & coaching.

### IT SPECIALIST 3 | WASHINGTON STATE UNIVERSITY – FACILITIES OPERATIONS | 1/04-9/07

**DUTIES**

- Contribute to deployment of CMMS (computerized maintenance management system) including creation and management of department-wide data mart and reporting tools using SQL Server, Crystal Reports, & custom-built internal tools to maximize the usefulness of the data in every extent possible.
- Develop custom software solutions to extend the use of the installed CMMS system including web sites, InfoPath forms, .net applications – from defining specifications through testing and deployment to production lifecycle improvements.

**ACCOMPLISHMENTS**

- On-time & on-budget CMMS deployment including extensive customizations not originally scoped.
- Unprecedented system & network uptime for campus HVAC management systems ensuring 600+ buildings housing billions in research were properly climate controlled.

### SYSTEM ADMINISTRATOR & DEVELOPER| WEBENGAGE | 10/01 – 8/02


## Education

**MANAGEMENT INFORMATION SYSTEMS | 8/02 – 12/06 | WASHINTGON STATE UNIVERSITY**

**COMPUTER SCIENCE | 9/00 – 6/02 | CLACKAMAS COMMUNITY COLLEGE**


## References

Available upon request