

# Brent Rager

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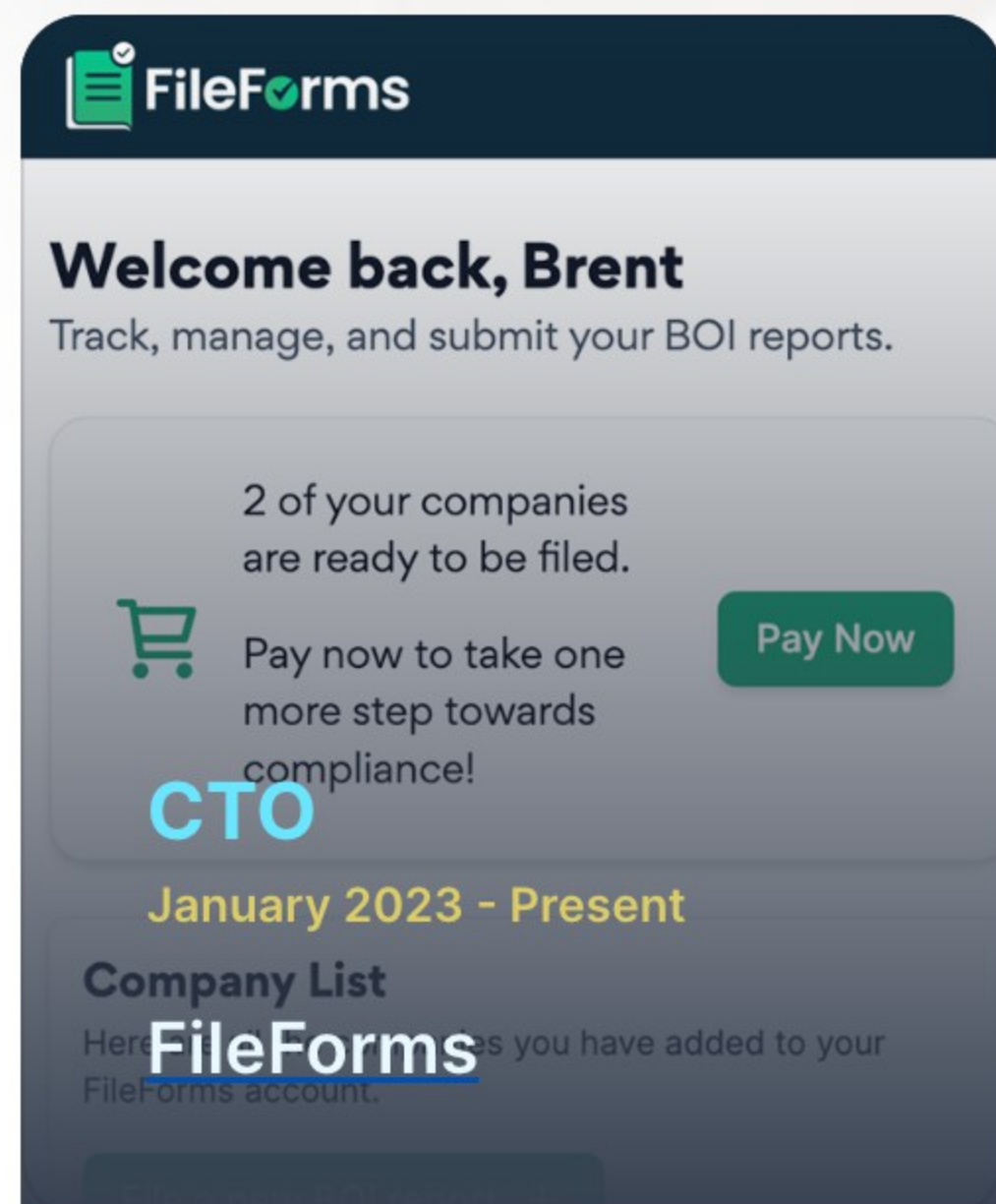
CTO, Technology Leader, Business Leader, AI Evangelist, UX Designer, Full Stack Developer and more with 20+ years of experience and a passion for building and leading effective global teams.

- AI** AI Patent Author: [US10484542B1](#).  
And general AI enthusiast / over user of DALL-E.
- DX** Obsessed with Developer / Employee Experience.  
People are everything.
- Dev** Expert in Serverless, AWS, TypeScript and much more.  
Leader of global teams building global microservices.
- Data** Experienced Data Engineer and Analyst.  
Databricks, PySpark, Power BI, and more.
- Auto** Relentless Process Automator.  
Experienced business scaler through automation.
- PM** Project and Product Management Expert.  
Agile, Jira, Confluence, Github, and much more.



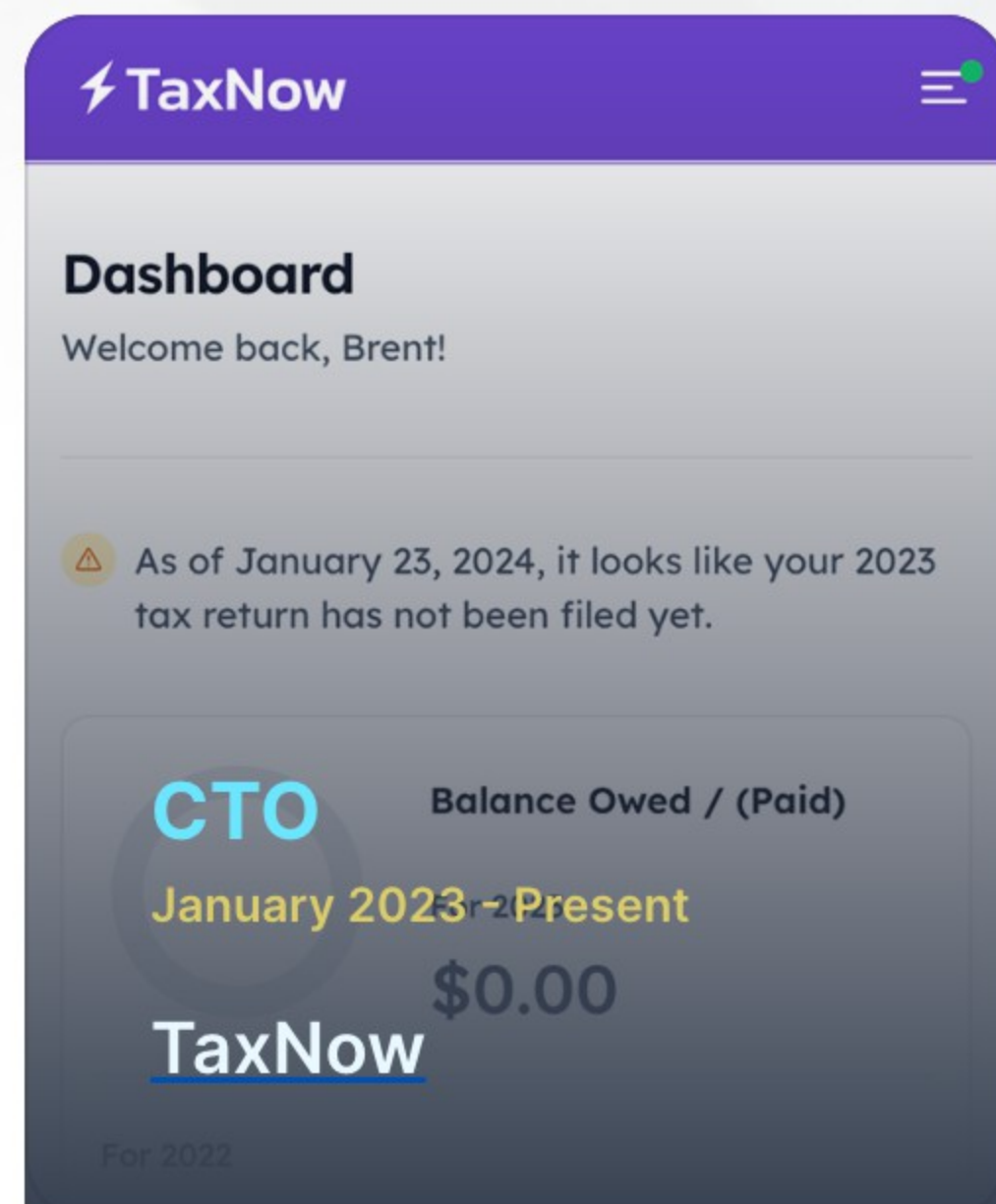
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## Professional Experience



### Achievements

- Architected a scalable and highly resilient serverless microservices platform from the ground up with AWS, TypeScript, SST, Supabase, and more.
- Directed a contracting team and was principal developer in building an MVP.
- Hired and lead a highly effective team of 8+ full-time and contractor full-stack developers.
- Implemented Agile project management practices.
- Lead creation of Roadmap and Technical Product Management process.
- Participated in sales process as technology and security expert and managed technical customer relationships.
- Lead SOC II initiative.
- Lead Sales and Marketing technology initiatives ensuring data connectivity and security.
- Designed and implemented secure FinCEN filing process for CTA BOIR.



### Achievements

- Architected a scalable and highly resilient serverless microservices platform from the ground up with AWS, TypeScript, SST, Supabase, and more.
- Directed a contracting team in building an MVP.
- Hired a highly effective team of 3+ full-time full-stack developers.
- Implemented Agile project management practices.
- Lead creation of Roadmap and Technical Product Management process.
- Implemented initial IRS API integrations.



### Achievements

- Acted as COO through period of growth from \$500M to \$1B in credits processed for American Small Businesses.
- Lead top level leadership team in strategic planning and execution.
- Developed custom and low-code/no-code internal tooling to streamline sales and operations.
- Implemented Agile project management practices.
- Lead creation of Roadmap and Technical Product Management process.
- Managed and established best practices in process management for entire organization.
- Lead Technology and Security initiatives.
- Hired and lead a highly effective team across IT and integrations to support growth.
- Implemented custom Salesforce to Monday.com integration to support sales and operations growth.

#### Dev

- TypeScript
- Python
- Java
- C#
- C/C++

#### Cloud

- AWS
- Azure

#### Backend

- AWS Lambda
- Serverless Stack
- NodeJS
- Spring Boot
- PostgreSQL
- DynamoDB

#### AI

- OpenAI

#### Frontend

- NextJS
- React
- Tailwind CSS

#### Data

- PySpark
- Databricks
- Power BI

#### DevOps

- GitHub
- Jenkins
- Sumo Logic
- New Relic

#### Testing

- Vitest
- Playwright
- Puppeteer
- JUnit

#### Project Management

- Jira
- Confluence

#### Media and UI/UX

- Photoshop
- Illustrator
- Premiere Pro
- Figma
- Wordpress

#### Business

- Microsoft 365
- Google Workspace
- Salesforce
- HubSpot
- Stripe
- Twilio
- Supabase

### GENESYS™

Team Lead,  
Staff Software Engineer  
March 2019 - June 2022

Genesys Cloud

### Achievements

- Lead a global team of 12+ on-call engineers in building from scratch Genesys Cloud's Digital Messaging Platform in Java and TypeScript.
- Shepherded the Digital Messaging Platform from inception to 5M+ messages per month in 12+ global regions.
- Architected and lead implementation of highly scalable microservices on AWS EC2, Lambda, DynamoDB, SQS, and more with industry best resiliency patterns and monitoring.
- Served as dev liaison for all of Genesys Cloud Dev for major FedRAMP initiative.
- Took an active role in product management activities.

### GENESYS™

Team Lead,  
Senior Software Engineer  
March 2017 - March 2019

PureConnect

### Achievements

- Lead a team of engineers in build from scratch PureConnect's Social Media Engagement Platform in Javascript / NodeJS.
- Architected and lead implementation of Kubernetes based microservices as a modern addition to the historically monolithic PureConnect platform.
- Designed and implemented the frontend agent experience for the Social Media Engagement Platform.

### INTERACTIVE INTELLIGENCE

Senior Software Engineer  
Nov 2010 - March 2017

PureConnect

### Achievements

- Developed and supported PureConnect's Session Manager service in C++.
- Solved complex customer issues by developing a deep understanding of the code base and finding creative solutions.
- Used XPerf, UMDH, and other Windows performance tools to identify and fix major customer memory growth issues, saving multi-million dollar accounts.

## Charitable Work

### RAISING SPIRITS

FRANKLIN, INDIANA  
EST. 2022

Board Member  
January 2022 - Present

Raising Spirits

### Achievements

- Lead the development of a new website and online presence.
- Participated in strategic planning and execution.
- Improved payment processing and donation tracking.
- Volunteered at events and helped with fundraising.

## Education

### B.Sc. Computer Engineering

2002 - 2007

Purdue University

### Achievements

- Co-op at GE Appliances in Louisville, KY.
- Learned deep technical skills in hardware (FPGA, ASIC, PCB), software (C, C++, Java, Python, Assembly), and systems (Linux).



#### Page Created With

- AWS
- Serverless Stack
- NextJS
- Tailwind CSS