**CHRIS MYERS •** DIRECTOR, SOFTWARE ENGINEERING

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* 10+ years of experience leading development teams and managing cloud-based SaaS healthcare applications at UPMC.
* Led technical strategy, architecture, and roadmap decisions on multiple concurrent, large-scale SaaS software projects.
* Built, scaled, and managed engineering organizations of 20+ and mentored multiple engineers into leadership roles.

WORK EXPERIENCE

UPMC Pittsburgh, PA

**Senior Manager of Software Engineering** December 2020 – November 2024

Headed engineering operations and technical strategy as next-in-command to CTO, directing 27 managers/engineers including 6 direct reports, 9 contractors, and 12 offshore developers at UPMC, a $100B integrated healthcare delivery and finance system serving 4 million members across 40 hospitals and 800 outpatient sites in three states.

* Directed enterprise-wide software development operations for cloud-based SaaS healthcare applications.
* Generated $10M in revenue through professional services over 4-year period.
* Navigated challenging decision-making processes across multiple stakeholders and determined optimal paths for technical direction while building consensus among teams, executives, and project sponsors.
* Built, managed, and coached cross-functional engineering teams; hired contractors and offshore development teams and promoted 2 engineers to leadership roles.
* Established technical architecture requirements and led strategic decisions for cloud migration, security improvements, and platform modernization across multiple business units.
* Presided over the transformation of an inherited care management platform during a 3-company merger and led the modernization from legacy PHP/MySQL infrastructure to AWS cloud architecture while maintaining continuous operations for healthcare providers.
* Deployed security protocols through SAST and DAST vulnerability scanning tools to remediate thousands of security vulnerabilities within legacy software.
* Scaled platform capacity from 5,000 to 1 million patients through database restructuring and AWS migration – this enabled the expansion of services from Medicare-only population to include Medicaid beneficiaries.
* Established automated testing frameworks and modernized deployment processes that resulted in a 99.9% reduction in hot fixes.
* Executed the successful transition of a proprietary healthcare software platform to an external company; managed handover processes in coordination of multiple teams including engineering, QA, and support.

**Software Engineering Manager** July 2014 – December 2020

* Directed and coached a team of 20+ engineers and presided over architecture planning, vendor selection, performance management, and execution of full, Agile SDLCs for cloud-based SaaS healthcare application projects.
* Served as the PoC during technical strategy and feature discussions with internal executives and project sponsors.
* Oversaw the development and launch of Vincent (payment platform for research participant compensation); modernized legacy systems through migration from a monolithic Java architecture to SpringBoot and React stack.
* Expanded Vincent adoption to 5 external healthcare organizations, which created net new revenue streams through SaaS licensing.
* Established ParlaiQ (patient satisfaction survey platform) across 30 hospital systems and developed .NET and MySQL solution that enabled real-time collection of healthcare quality metrics.
* Managed the implementation of UPay, a PCI-DSS compliant payment processing system that processed tens of millions of dollars in annual healthcare payments across UPMC’s hospital network.
* Directed development of a patient portal (My UPMC, which is still in use with thousands of users) in Ruby.

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UPMC Pittsburgh, PA

**Lead Software Engineer** January 2012 – July 2014

**Senior Software Engineer** December 2010 – January 2012

**Lead Programmer** May 2007 – December 2010

* Led technical direction for 9 concurrent healthcare software projects across telemedicine, vendor management, and payment processing domains.
* Managed teams of 6 engineers while implementing solutions in Java, .NET, iOS, and Ruby.
* Developed an enterprise-wide telemedicine platform integrating with Electronic Medical Records (EMR) system, enabling real-time patient data access for healthcare providers during virtual consultations.
* Architected vendor management system that processed visitor credentials and generated security badges for healthcare facility access, implementing role-based permissions for operating room and restricted area entry.
* Established technical standards and development practices across multiple programming languages including Java, .NET, iOS, Ruby, and C#, ensuring consistency in healthcare application development.
* Directed development of patient payment processing system through integration of financial transaction capabilities with hospital management software, enabling streamlined billing across UPMC facilities.
* Built technical foundation for document management system that centralized medical records access, implementing vendor-neutral archive infrastructure for cross-facility data retrieval and storage.

Hudson Global Resources (at Westinghouse) Pittsburgh, PA

**Software Engineer** January 2005 – May 2007

Developed mission-critical nuclear modeling software as part of an international engineering team, collaborating with nuclear scientists and developers across 5 countries to modernize nuclear reactor core simulation capabilities at Westinghouse Electric Company, a global provider of nuclear power plant products and services.

* Transformed legacy Fortran-based nuclear modeling systems into a modernized Java platform.
* Implemented technical requirements from nuclear engineering subject matter experts and created unified modeling platform for reactor core calculations and safety analysis.
* Established software architecture that consolidated multiple modeling tools into single platform.

High Vision Inc. Pittsburgh, PA

**Owner and Manager** January 1996 – October 2007

Founded and operated western Pennsylvania's fifth-largest Internet Service Provider, managing a staff of 13 including help desk specialists, computer repair technicians, and sales while providing internet connectivity to 5,500 customers.

* Built TCP/IP network infrastructure from ground up and established web hosting, email systems, and connectivity services for previously underserved markets.
* Scaled to become fifth-largest Internet Service Provider in western Pennsylvania according to Pittsburgh Business Times.
* Managed technical operations, support services, and administrative functions through recruitment and leadership of 13 staff members across help desk, computer repair, and sales departments.

EDUCATION

Bachelor of Science Degree in Computer Science, Geneva College

SKILLS

**Leadership**: Agile, SDLC Management, Technical Architecture Design, Team Leadership & Mentoring

**Languages & Frameworks**: Java, Python, PHP, Ruby on Rails, SpringBoot, .NET (C#), JavaScript, React, Bootstrap

**Infrastructure & DevOps**: AWS, Cloud and On-Prem Infrastructure, CI/CD, Docker, SaaS

**Databases & Data**: MySQL, Postgres, Oracle, Data Migration, Database Architecture

**Security & Compliance**: PCI-DSS, SAST/DAST, HIPAA