

Ian P. Ballard

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Education

University at Albany, SUNY
Bachelor of Science, Computer Science and Applied Mathematics
Graduation: December 2016
Honors: Academic Merit Scholarship, Cum Laude

Professional Summary

Software engineering leader with over eight years of experience driving innovation and excellence. At Jahnel Group, transformed client engagements into major accounts, scaling from a sole resource to multiple high-performing teams under direct management.

Specialized in healthcare systems, securely managing PHI and PII data. Expertise in serverless web applications within the AWS ecosystem and Agile methodologies. Committed to mentorship, collaboration, and aligning dynamic business objectives with technical solutions, achieving high team satisfaction and exceptional operational results.

Work Experience

Jahnel Group, Schenectady, NY

Software Consulting Firm

Engineering Manager, Team Lead, & Principal Software Engineer, September 2016 - Present

Team Leadership:

- Led and developed engineering teams, fostering trust to boost productivity and innovation.
- Scaled engineering teams from a sole resource on a client project to overseeing 2 teams of 5-8 engineers and QA, generating over \$1.7 million in ARR per team.
- Implemented engineering surveys to gather feedback, driving continuous improvement.

- Received an average satisfaction rating of 9.5/10 from teams in anonymous feedback forms regarding management.
- Mentored engineers on career development, identifying growth paths and actionable steps.
- Expanded teams and led hiring efforts, enabling new leads to achieve self-sufficiency within 90 days.

Operational Excellence:

- Achieved strong DORA metrics (Q3 2024): Deployment Frequency – 3.8/week, Change Lead Time – 14 days, Change Failure Rate – 1.9%, Time to Restore – ~2.8 days.
- Implemented sprint composition strategies balancing new features, tech debt, bugs, and security patches.
- Drove efficiency, effectiveness, and predictability in teams, with engineers averaging 7 high-quality story points delivered per person per sprint.
- Managed technical debt with a ranking system, aligning risks with stakeholder priorities.

Process Improvement:

- Established cross-functional meetings and communication channels to align project goals with organizational objectives.
- Enhanced code review processes with in-depth and team-based reviews for knowledge sharing.
- Created cross-team optimization meetings for strategic planning and collaboration.

Communication and Collaboration:

- Acted as liaison between engineering and other departments.
- Coached teams on communication strategies for operational efficiency and clarity.
- Advised the CTO and Director of Product, aligning technical roadmaps with business goals.

Technical Initiatives:

- Became the SME on key projects, providing strategic guidance.
- Architected solutions aligning with business objectives and technical constraints.
- Managed security vulnerabilities using tools like Dependabot and severity-based ranking.
- Redesigned release strategies to support scaling, including updated pipelines, custom feature flagging, and A/B testing.
- Leveraged AI for rapid prototype development, ensuring smooth transitions from concept to production.

- Built a robust health insurance processing service that handles eligibility requests across multiple payors and is configurable to use different providers like Change Healthcare or pVerify.
- Developed configurable ETL frameworks using AWS EventBridge, Lambda, S3, and event notifications.

Innovation and Efficiency:

- Built a custom ephemeral environment management solution for independent development and testing.
 - Initiated quarterly cost-saving reviews to optimize resource usage, resulting in a 62% reduction in S3 costs during the last review.
 - Created robust backup strategies for all services using both AWS backups and custom solutions.
 - Managed disaster recovery strategies with semi-annual system-wide tests, enhancing business continuity.
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Core Technical Expertise

- **AWS Certified Solutions Architect Associate**
 - Specializing in serverless web applications using React, Python, API Gateway, Lambda, and DynamoDB.
 - Expertise in AWS services: IAM, CloudFront, S3, Cognito, Step Functions, SES, SQS, SNS, CloudWatch, Kinesis, Redshift, QuickSight, OpenSearch.
 - Experienced in AWS account structure, management, and cross-account policies and access.

Additional Technical Proficiencies

- **Certifications:**
 - Oracle Certified Java Professional
 - MCSA Database Developer (SQL Server)
- **Languages and Frameworks:**
 - JavaScript, Java, Spring, Angular, Go, Kubernetes
 - NoSQL and relational databases: SQL Server, MySQL, PostgreSQL
 - Blockchain development: Ethereum Smart Contracts
- **Methodologies:**
 - Extensive experience with Agile and Scrum practices