

Dynamic and results-driven Software Engineering Manager with 10+ years of experience leading technology initiatives, optimizing infrastructure, and driving operational efficiency across the **Education, Real Estate, Automotive and Healthcare** industries. Adept at managing cross-functional teams, delivering innovative solutions, and achieving business objectives through strategic planning and execution. Expertise spans Agile methodologies, software development lifecycle management, and fostering diversity and inclusion within technical environments.

Professional Summary

Growth and Strategy: Spearheaded the accessibility compliance and the SOC2 compliance initiative, positioning the company to meet the requirements of school districts across the United States, resulting in the bid acceptance for one of the largest contracts to date, increasing revenue and securing customer relationships.

New Business Unit Creation: Demonstrated entrepreneurial acumen by establishing and scaling the Bridge Team from scratch, effectively creating a new business unit within the existing corporate framework, which significantly enhanced the company's market footprint, making possible the expedited process of product release for more than 3 new products while simultaneously bridging gaps between the development team, content team and editorial team. All projects went from being 8 months behind schedule to all projects being delivered ahead of deadlines. Spearheaded the creative design, development and deployment of the design system as well as several new features for the learning site user experience, both customer facing and internal capabilities, further optimizing the workflow and service delivery.

Innovative Leadership: Consistently collaborated with the design and engineering teams to create a more modular experience for our users, while working with the backend developers to enhance workflow capabilities for our content management team, making the transition for print to digital a more fluid, efficient and consistent process.

Operation of Excellence: Extensive expertise in overseeing the release of new features and functionality as well as operations spanning multiple roles reporting directly to me and training other teams not reporting directly to me in order to increase workflow efficiencies throughout the company.

Technology Integration: Leveraged technological solutions to boost efficiencies and operational transparency, establishing more collaborative workflows and management systems that increased product value and cross-team collaboration.

Core Competencies

- Team Leadership and Development
- Development Lifecycle Management
- Strategic Planning and Execution
- Operational Excellence & Efficiency
- Budgeting and Financial Oversight
- Agile and Scrum Methodologies
- Stakeholder Engagement
- Customer Relationship Development
- Functional Documentation
- Technical Documentation
- Process Improvement
- Cross-Functional Leadership
- Data-Driven Decision Making
- Vendor Relationship Management
- DEI Advocacy and Management
- Offshore Team Management

Soft Skills

- Excellent Communication Skills
- Excellent Interpersonal Skills
- Empathy & Emotional Intelligence
- Problem Solving & Decision Making
- Customer & Stakeholder Engagement
- Conflict Resolution & Problem-Solving
- Adaptability, Flexibility & Resilience
- Decision Making & Creative Thinking
- Coaching & Mentoring
- Cross-Team Collaboration
- Time Management & Prioritization
- Cross-Functional Collaboration
- Active Listening and Feedback
- Change Management



Career Timeline

Aug 2023 - Jan 2025

Software Engineering Mgr.
Wayside Publishing

May 2021 - Aug 2023

Software Engineering Mgr.
Your First Choice Builders

Mar 2020 - Apr 2021

Product Owner | UI Engineer
Simple LTC

Nov 2014 - Dec 2019

Team Lead | UI Engineer II
Cox Automotive, Inc.

Jun 2014 - Nov 2014

UI Developer
BNSF Railway

Jan 2008 - Jun 2014

Dir. of Web Development
New Lifestyles, Inc.

KRA's

- Team alignment with organizational objectives and technical roadmaps.
- Delivery of high-quality software products.
- IT Governance and Compliance.
- Robust project management and resource allocation.
- Building collaborative, high-performing teams through mentorship and coaching.
- Managing vendor relationships to optimize tools and product releases.

KPI's

- On-time and within budget delivery of digital projects.
- Reduction in incident resolution times.
- Team engagement and satisfaction scores.
- Improvement in product quality metrics.
- Increase in system uptime and reliability.
- SOC2 Compliance met and sustained.
- Stakeholder and customer satisfaction score increase.
- Diversity and inclusion metrics increased.

Technical Summary

➤ Platforms & Frameworks

- AWS, Sharepoint, Wordpress, & Joomla

➤ Database Management

- SQL Server, MySQL

➤ Programming & Tools

- HTML5, CSS3, Sass, JavaScript, React, jQuery, PHP, ASP.Net, Jenkins, Docker, & GitHub

➤ Methodologies

- Agile, Scrum

Education

Bachelor of Science, Computer & Information Science,
Fontbonne University, Clayton, MO
1996-2001

Tools Used

- Salesforce
- Jira
- Confluence
- Datadog
- Drata
- 15five
- Airbase
- Figma
- Invision
- Photoshop
- InDesign
- VS Code
- Visual Studio

Accomplishments

Worked to help start the Women With Drive organization in the Dallas office, centered around women, that is a safe space providing training opportunities, community service, safe place to express oneself, like-minded women looking to develop themselves, and guest speakers.

Honored to be asked to be a Cox Brand Advocate, a position you are chosen for based on your leadership and progressive efforts. This position allowed me to represent Cox by attending events as a company representative, posting regularly on social media about the company and being a part of additional events, meetings and seminars with the intent to continue moving the company towards positive growth, diversity and inclusion.

Executive Testimonials

“Kariam is an exceptional engineering leader and manager with a unique blend of technical expertise, strategic thinking, and strong problem-solving abilities. She fosters highly collaborative and supportive team environments, empowering individuals to thrive. Her insightful guidance and creative problem-solving were pivotal in shaping our core engineering strategies at Wayside Publishing.”

— **VP of Engineering**, Kurt Gerdenich, Wayside Publishing

“No matter the role or project, she took it on with enthusiasm and grace, always delivering exceptional results. Her contagious laughter and uplifting attitude created a collaborative and supportive atmosphere that brought teams together and fostered success. What sets Kariam apart is her ability to think holistically and drive strategic vision. She excels at working across teams, bridging gaps, and aligning cross-functional teams toward common goals. Her high energy, goal-oriented mindset, and unwavering support for her colleagues make her a standout leader.”

— **Director of Engineering**, Amanda Maliniak, Wayside Publishing