

Roy Crisman, PMP, CSM

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SUMMARY:

Engineering Manager with over 15 years of experience in software development. Managed engineering team of 17 through company acquisition while integrating with new flagship product and onboarding 16 new team members. Widely praised by peers and managers for ability to manage multiple projects with “an easy-going style which belies his attention to detail”.

PROFESSIONAL EXPERIENCE:

Engineering Manager, Lead - RhythmScience Inc., San Francisco, CA / Remote 2022 - Present
Lead 100% remote Engineering, Security, IT teams. Monitor and assure corporate and product security. Manage PenTest & audits. Liaise between Product, Eng, Support, clinical staff, HR.

- Reduced required hot-fix bugs in production by focus on process, quality, and automation.
- Championed documentation effort for Product, Support & Eng communication.
- Built both Support & Product/development process to eliminate ‘lost tickets’.
- Achieved 100% compliance for SOC 2/HIPAA within 1 month of adopting responsibility by establishing SLAs and proactive monitoring.

Director of Engineering & Support - Vigilant, Oakland, CA / Remote 2014 - 2022
Engineering team leadership for software/firmware/hardware development, testing and release process. Developed technical support team responsible for supporting internal & partner sales & deployment teams as well as end user.

- Designed, tested, and documented workflow for critical complex process for partner securing \$4 million payment.
- Promoted to Quality Engineering Manager 5 months after hire; Engineering Manager & Head of Support 18 months after hire.
- Used influence and light touch to shift product development and engineering to informal Agile process after spectacular failure of top-down driven attempt.
- Initiated test automation effort to help focus skilled testing on new features.
- Commended by CEOs and board for nearly zero team turnover and retaining talent (>5 year minimum tenure).

QE Manager, Automation & Performance - Adobe, San Francisco, CA 2009 - 2013
Built and lead Automation & Performance QE team of 10 to build test frameworks for Flash Player on Mobile and Desktop. Hands-on management of performance test development and automation.

- Built Jenkins/Java/Python based Android test automation framework for 30,000+ tests which became the basis of overhaul for entire Flash Player/AIR test automation framework.
- Architected and built new Performance test framework on-time while advancing evolution of the greater Flash team test infrastructure.
- Coordinated transfer of responsibilities of team of 15 and infrastructure of 100+ machines to offshore teams during gradual reorg.
- Guided external agencies in development of 3rd party test media and white papers.

Engineering Manager - Startup & Sonic Solutions / Roxio, San Francisco, CA 2004 - 2009
Owned the engineering process and acted as sole Program/Project Manager for Roxio’s consumer Java + LAMP SOA SaaS PhotoShow.com. Worked closely with executives, Product Management, IT, QA, Operations, and outside teams to develop all PhotoShow website, widget, desktop, and video services. Lead 3 teams as Scrum Master concurrently.

- Managed integration into the flagship product on a tight deadline following acquisition.
- Integrated and supported 16 new developers in China and Santa Clara to our products.
- Adapted team’s generic Agile process into formal Scrum as a template for the rest of Sonic.
- Built production Ant/Cruise Control continuous integration (CI) system for PhotoShow.com.
- Directed QA team in automation of browser tests with Selenium framework.