



# CHARLES CHEN

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## SOFTWARE ENGINEERING LEADER

[charliedigital.com](http://charliedigital.com) 

[covidcureid.com](http://covidcureid.com) 

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West Windsor, NJ 08550 

Charles has over a decade of experience leading high performance software engineering teams building commercial software used by the companies such as Biogen, Novo Nordisk, Roche Diagnostics, and Boehringer-Ingelheim.

He is as equally comfortable working hands-on with engineers to deliver code as he is interfacing with business leaders to refine requirements, communicate scope, and define deliverables. With strong communication skills, he excels at engaging with cross-functional stakeholders and leading diverse, distributed, multi-disciplinary teams building enterprise and cloud-native SaaS systems.

He thrives in high-growth environments that embrace experimentation and learning.

### EXPERTISE

Cloud Architectures  
Enterprise Integration  
Identity and SSO  
Mentorship and Leadership  
SDLC Design and Optimization  
Recruiting Engineering Talent  
Small and Mid-Size Startups  
Validated Systems

### PLATFORMS

#### Amazon Web Services

Amplify, AppSync, Chime, CloudFormation, CloudFront, CloudWatch, Cognito, DynamoDB, EC2, ECR, EKS/Fargate, Kendra, Lambda, S3, Secrets Manager

#### Microsoft Azure

ACR, AKS, Azure AD, Cognitive Services, CosmosDB, Functions, Key Vault, Service Bus, SignalR, Storage, VMs

#### Microsoft Office

Office Automation; Office Plugins; SharePoint Server Architecture, Development, and Governance

### Founder

**Thinktastic** • 12.2020 – Present • [thinktastic.com](http://thinktastic.com)

Building a cloud-native SaaS providing customers in industries such as life sciences, healthcare, and manufacturing with a collaborative, machine learning and NLP-powered communication and decision support tool that improves protocol adherence, increases safety, and assists retention of training.

### Director of Engineering and Product Development

**Innovocommerce** • 07.2011 – 12.2020 • [innovocommerce.com](http://innovocommerce.com)

Owned the [investigatorFIRST](#) product pipeline from requirements scoping to development to multi-million dollar go-lives and ongoing support. The product is used by customers such as Novo Nordisk to manage secure exchange of essential documents, FDA 21 CFR Part 11 electronic signatures, SCORM training, and distribution of time sensitive safety notifications to clinical trial sites at a global scale (60,000+ users at 12,000+ sites around the world exchanging over 1 million documents annually).

Designed and implemented the core distributed, high-throughput batch event processing architecture using ZeroMQ to enable an event-driven architecture managing data in a Neo4j graph database

Collaborated with customer IT leaders to scope and design enterprise systems integrations to eTMF (Veeva Vault, FirstDoc), CTMS (Impact), and SSO ([Exostar](#), Ping Identity, [Office 365](#)). Coordinated cross-functional efforts across engineering, QA, and support leads.

Built near-shore and on-shore engineering teams from the ground up; responsible for recruiting, training, mentoring, and supporting remote team members.

Implemented code quality standards, defined SDLC processes, evaluated emerging technologies, planned engineering roadmap, expedited the QA process via automation and streamlined documentation, and refined the DevOps pipeline.

## STACKS

### Frontend

CSS, HTML, JavaScript, JSON, Knockout.js, TypeScript, Vue.js, Windows Forms

### Application/API

.NET/Core (dotnet), ASP.NET/MVC, C#, Entity Framework, GraphQL, JavaScript (Node.js), NHibernate, REST, WCF, XML, XPath, XSLT, ZeroMQ

### Backend/Data

CosmosDB, DynamoDB, Neo4j, NoSQL, Microsoft SQL Server, PostgreSQL

### Test

Behavior Driven Testing, Cypress, MSTest, NUnit, Taiko + Gauge

### DevOps

AWS CLI, Azure CLI, Docker, GitHub (GitOps), Jenkins, Kubernetes, NPM, PowerShell

### Documentation

DocuSaurus, Markdown

### Protocols

FTP, HTTP, OAuth, OpenID, OpenID Connect, SAML, SMTP, WebAuthn, XMPP

## EDUCATION

### Rutgers University

New Brunswick, NJ  
B.Sc. Computer Science  
Minor - Mathematics  
1999 - 2003

## REFERENCES

Upon Request

## Founder

**Thinktastic (v1)** • 01.2011 – 12.2020 • [thinktastic.net](http://thinktastic.net)

Conceptualized, designed, and developed a suite of products for real-time, enterprise collaboration on SharePoint via a web based XMPP client and Openfire Server.

Provided strategic business and technology consulting services to clients including Eccovia Solutions and CrossTx.

## Senior Consultant

**Paragon Solutions (Now CGI)** • 10.2009 – 01.2011

### Client: Abbott Labs

Collaborated with client business stakeholders to solicit and define requirements. Led engineering team in the technical specification and design of a validated clinical investigator portal built on SharePoint

### Client: Citibank

Developed custom project review and management solution built on SharePoint

### Client: Merck

Designed and developed clinical study protocol authoring module for Microsoft Word as an Office plugin to dynamically generate protocols using OpenXML and a configurable JavaScript rules engine.

### Sales Support

Provided engineering support on sales leads for multiple accounts including Merck, GSK, Sanofi-Aventis, Cephalon, and Bank of America

## Senior Consultant

**Computer Sciences Corporation (Now DXC, Via Acquisition)** • 02.2008 – 10.2009

Led team of staff consultants and provided senior technical leadership, guidance, and direction for development of a custom publishing tool built on the Microsoft Office ecosystem including integration with SharePoint and Word client plugin development with heavy OpenXML expertise.

## Senior Product Professional

↑ **First Consulting Group (Via Acquisition)** • 07.2007 – 02.2008

(Continued development of FirstPoint after acquisition of Zorch Software)

## Lead Software Engineer

↑ **Zorch Software** • 03.2006 – 07.2007

Architected and led development of the [FirstPoint](#) product for management of documents in regulated workflows. Designed and implemented the Office add-in component, SharePoint integration, and various core framework runtime components for FirstPoint.

## **PROFESSIONAL AREAS OF INTEREST**

Blockchain, Collaboration, Identity  
System Design, ML/AI, NoSQL,  
Real-Time Communication,  
Serverless Architectures

## **PERSONAL INTERESTS**

Climbing, Cooking, Economics,  
Gardening, Hiking, Kayaking,  
Photography, Writing

### **Senior Consultant**

**International Network Services (Now BT) • 01.2005 – 03.2006**

Performed solution design and development for various Fortune 500 companies including Pfizer, Northrop Grumman, Angelo Gordon, and Telcordia focusing on the Microsoft solutions stack including Microsoft SQL Server, .NET, and large-scale Microsoft Office automation.

### **Contract Software Engineer**

**Merrill Lynch • 10.2004 – 12.2004**

Developed automated processes (C#/.NET Windows Services) and tools for intranet HR applications and ETL packages (DB2 to SQL).

### **Contract Software Engineer**

**Dow Jones • 07.2004 – 10.2004**

Member of front-end engineering team re-building Dow Jones Factiva in ASP.NET with a focus on web and accessibility standards.

### **Freelance Software Engineer**

**MediaWhiz • 06.2004 – 07.2004**

Designed and developed web application for managing advertising campaigns and provided optimizations and fixes for poor performance in existing SQL assets

### **Contract Software Engineer**

**ITT Industries • 06.2003 – 05.2004**

Planned and executed database modernization and optimization from Access to SQL Server. Rearchitected, consolidated, and rewrote intranet HR applications in ASP and ASP.NET. Evaluated portal technologies including Plumtree and prototyped a custom ASP.NET solution.