CHARLES CHEN

SOFTWARE ENGINEERING LEADER

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

He is as equally comfortable working full-stack, 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 fast-paced, high-growth environments that demand learning and discovery.

EXPERTISE

Cloud Architectures
Enterprise Integration
Identity and SSO
Mentorship and Leadership
SDLC Design and Optimization
Recruiting Engineering Talent
Serverless Architectures
GxP Validated Systems

PLATFORMS

Amazon Web Services
Experience with the Amplify ecosystem including AppSync, CloudFormation, DynamoDB, S3; worked with EKS Fargate

Google Cloud
Experience with Google Kubernetes Engine and managing container workloads including Cloud Run

Microsoft Azure
Experience with Azure Kubernetes Service, Cognitive Services, CosmosDB, Serverless Functions, SignalR, and Service Bus

Founding Engineer

Thinktastic • 12.2020 – Present • 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.

Vice President of Engineering

Axio • 10.2021 – 01.2022 • axio.com
Leading team of remote engineers to evolve Axio's flagship Axio360 cybersecurity assessment and insurance risk quantification product built on React, Node, and MongoDB. Collaborating with the executive leadership team to define and align engineering roadmap to company vision. Working closely with product owners and customer success teams to refine deliverable pipelines. Transitioned the team to GitLab and implemented CI/CD processes for consistent, automated deployment of Docker container workloads into Google Kubernetes Engine.

Advisor

Apprentice • 09.2021 – 11.2021 • apprentice.io
Worked with CEO and senior VP leadership team to provide strategic guidance for GxP validation. Provided guidance and training to engineering and product teams with respect to processes around regulatory compliance. Identified key process and system gaps to prepare Apprentice for a successful GxP validated go-live with bio-tech and life-sciences customers.

Session Presenter

Azure Serverless Conference • 09.2021 • microsoft.com
One of five community presenters for Microsoft's inaugural Azure Serverless Conference (North America) presenting on Azure Functions and CosmosDB.

EDUCATION

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

REFERENCES

Upon Request

Director of Engineering

InnovoCommerce • 07.2011 – 12.2020 • 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 millions of nodes 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.

Founder

Thinktastic (v1) • 01.2011 – 12.2020 • 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 for 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 associate consultants and provided senior technical leadership, guidance, and direction for development of a custom publishing tool built on the Microsoft Office ecosystem providing deep OpenXML expertise.

Senior Software Engineer

↑ **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.

Senior Consultant

International Network Services (Now BT) • 01.2005 – 03.2006
Performed technical solution design and development for various Fortune 500 companies across a broad array of industries including Pfizer, Northrop Grumman, and Angelo Gordon. Designed and implemented novel, multi-threaded framework for automating large batches of desktop applications using Win32 APIs and P/Invoke.

Contract Software Engineer

Merrill Lynch • 10.2004 – 12.2004
Developed automated processes and tools for intranet HR applications and ETL packages.

Contract Software Engineer

Dow Jones • 07.2004 – 10.2004
Front-end web application engineer modernizing Dow Jones Factiva 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, optimization, and upsizing. Rearchitected, consolidated, and modernized intranet HR applications. Performed technical evaluation of portal technologies for senior IT leadership.