Geoff Cox

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Software Development Executive Leader

Accomplished and digitally-savvy **Senior Manager** with 15+ years of experience spearheading and scaling front-end development services for well-established and high-growth companies. Proven success in leading deployment and customization of both common and proprietary web applications in line with client requirements while ensuring delivery of an outstanding end-user experience. Dynamic **Leader** of a 7+ member geographically dispersed team to deliver top-notch software development and support services to high-value clients. Well-versed in developing and executing customer-oriented strategies for front-end deployment and customization to enhance business performance. Results-oriented **Project Manager** who plans, schedules, and monitors concurrent projects to ensure completion on time and within budget.

Core Competencies

International team leadership, Project management, Multi-tasking, Customer relationships, Negotiating with stakeholders, Prototyping, Presentations, Cross-discipline synergy, Training, Digital Learning, Documentation, Mentor/mentee relationships
Industries worked in: publishing, music, law, insurance, e-learning

Technical Proficiency

HTML, CSS3/Less/SCSS, XML, XSLT, Perl, PHP, JavaScript, ColdFusion, Shell scripting, SQL Server/MySQL/PostgreSQL, InVision, Axure, Figma, Salesforce, Trello, Monday.com, Jira, MS Project, Azure DevOps, Rally, Drupal, WordPress, Duck Creek Express, Duck Creek Express 3, Photoshop, Illustrator, Git/TFS/Subversion, Windows, macOS, UNIX/Linux, Virtualization, IIS/Apache/Tomcat, Visual Studio/Eclipse, Web analytics, SEO, Cross-platform testing, Automated testing, Mobile & Responsive Design, WCAG Accessibility

Career Experience

Duck Creek Technologies, Farmington, CT / Boston, MA / Remote   **2012 – 2023**
Senior Manager, User Experience Engineering

Strategic Technology Leader of the user experience engineering organization for a well-established software development company. Project Manager of multiple concurrent web application development initiatives for project planning, scheduling, and monitoring to ensure completion on time and within budget. Managed and coordinated a global team of 7 developers to install and configure customized software.

- Built and led a team of talented, high-performing user experience engineers to deliver exceptional customer implementation and customization services.
- Subject matter expert in Express and Express 3, including PageBuilder and ThemeMaker; worked with design and engineering teams to contribute to the continuous growth of the platform.
- Strategic-thinking Technology Leader for customer implementation and customization services promotion and resource management to ensure optimal resource utilization and efficient service delivery.
- Recognized Technology Expert to all team members and project managers on best practices in customer implementation and customization and customer service.
- Aligned web application front-end to customer design specifications and ensure delivery of an exceptional user experience.
- Optimized Duck Creek's web application performance by diagnosing and resolving bugs across programming languages, integrating development environments, and using Duck Creek's proprietary scripting tool.
- Strategic Client Partner to 25 customers on web application/ platform development project planning and delivery, including an average of 5 new installations per fiscal year.
- Leveraged multiple programming languages and software to customize user interface elements such as Photoshop, BeyondCompare, Visual Studio, Eclipse, as well as code web platforms using HTML, XML, XSLT, CSS, JavaScript, and libraries including ExtJS and Angular.
- Capitalized on Git, TFS, SVN, and RTC to maintain source control, including tagging, branching, and merging.

Key Member of the Technology Team for the development and release of updates to the company-wide UI toolkit that was the base for all IBM's web and cloud-based application interfaces. Developed and maintained IBM's UI toolkit. Efficiently diagnosed and resolved bugs and conflicts across multiple web languages.

- Successfully released 1 major update and 4 lower-level updates to IBM's UI toolkit annually.
- Product Technology Leader for multiple modules migration of a top-tier application used with IBM's UI toolkit.
- Established an effective virtual testing environment to facilitate testing of web browsers on multiple operating systems.
- Leveraged IBM's enterprise content management system to integrate future software releases into the UI toolkit.
- Frequently used multiple programming languages, such as XHTML, HTML5, CSS2, CSS3, LESS, Sass, DoJo, JavaScript, PHP, XML, and JSON, to optimize the functionality of the UI toolkit.
- Spearheaded the transition from legacy XML and PHP page content to the IBM Enterprise Content-management System.
- Pivotal Contributor to the development and integration of automated web testing systems.

Additional Experience

Digital Media Manager, Globe Pequot Press, Guilford, CT

Full-Stack Web Developer, NetNoise Design Group, East Haddam, CT

Education

Bachelor of Science in Engineering, Carnegie Mellon, Pittsburgh, PA