

# Timothy Plourde

IT leader with a hands-on engineering background, focused on business outcomes  
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## WORK EXPERIENCE

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### **FM (Remote)**

*Fortune 500 market-leading commercial property insurance company*

#### Senior Enterprise Architect (12/2024 - Present)

- Developed an initial three-year IT vision, defining key future state capabilities and alignment with strategic business goals
- Created strategies and guidance for topics such as Zero Trust Security, application authorization modernization, and Low-Code / No-Code platform operations
- Standardized Enterprise Architecture artifacts and processes to improve quality and throughput
- Re-designed and operated governance processes concerning new commercial IT products, design reviews, and strategic alignment
- Partnered with the CTO, CISO, IT leaders, business stakeholders, and domain architects in a consulting capacity

#### Senior Solution Architecture Manager (04/2021 - 12/2024)

- Drove architecture and delivery of several client-facing applications including policy renewals, insurance certificates, cybersecurity, and risk analytics in a SAFe environment
- Delivered a comprehensive strategy to globalize client-facing applications and supporting infrastructure, including functional scope, solution guidance, and process changes
- Improved the Solution Architecture practice as a leadership team member by clarifying roles, writing policies, improving processes, mentoring, and authoring training materials
- Recruited, trained, and managed a remote team of five Solution Architects

### **Lincoln Investment (Fort Washington, PA)**

*Full-service wealth management firm (RIA/Broker-Dealer) with \$50+ billion AUM*

#### Director of Software Engineering (04/2018 - 04/2021)

- Replaced a legacy investor portal and public cite with modern UX and security, resulting in a 4x increase in user adoption over the previous version. Responsible for all aspects of the project, including the C-suite proposal, design, architecture, development, communications, training, and rollout.
- Saved the company over \$500k and several months by building an in-house SEC compliance solution instead of outsourcing to meet a critical deadline
- Recruited and managed a high-performing team of seven engineers applying DevOps and lean practices
- Performed technology-focused due diligence for two acquisitions

#### Senior Software Engineer (07/2016 - 04/2018)

- Rebuilt the advisor portal, a mission-critical hub for virtually all front and back-office workflows in the company, through a strategic modernization of multiple legacy system integrations
- Built and managed several key vendor integrations including OneLogin, Docupace, BNY Mellon Pershing including architecture, vendor management, and project management

## **AcademyOne (Malvern, PA)**

*EdTech company focused on credit transfer, prior learning assessment, and student success processes for colleges and universities*

### Senior Software Engineer (02/2015 - 06/2016)

Developed international SaaS products for universities, provided agile product design practice leadership.

## **Applied Information Sciences (Remote)**

*Technology consulting firm specializing in Microsoft technologies, public sector, and insurance*

### Principal Software Engineer (11/2013 - 02/2015)

Built GEICO's primary B2C insurance web app as a lead UI architect, including a re-brand and IBM Watson chatbot integration. Assisted with prospecting new consulting clients in southeast PA.

## **Fortigent (Rockville, MD)**

*WealthTech firm focused on the ultra-high net worth advisor market, acquired by LPL Financial*

### Senior Software Developer (05/2011 - 11/2013)

Built portals for financial advisors and their clients featuring advanced investment planning, proposal creation, and mobile-first design in an agile environment.

## PREVIOUS EXPERIENCE

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- **Manager, Software Engineering**, 123Print (04/2010 – 05/2011)
- **Senior Software Engineer**, Metrico Wireless (08/2007 – 04/2010)
- **Director, Software Engineering & IT**, CustomInk (06/2002 - 07/2007)

## SKILLS

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**Technical:** Enterprise architecture, solution architecture, full-stack software engineering, distributed systems, cybersecurity, data analytics, AI / ML, platform engineering, cloud and on-prem infrastructure and operations

**Leadership:** Technology / business strategy, agile product design & development, operations management, technology governance, coaching / mentoring, talent strategy / recruiting, project management, change management

## EDUCATION

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- Masters, Business Administration (MBA), Boston University
- Bachelors (BS), Operations and Information Systems Management, Penn State University

## OTHER

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- Project Management Professional (PMP), PMI
- Cognitive Project Management in AI (CPMAI), PMI
- Certified Azure Administrator (AZ-104), Microsoft
- Certified Change Practitioner, Prosci