

# JAMES T. "TROY" YOUNG

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## OVERVIEW

Senior Software Architect & Technology Leader with proven success driving ambitious initiatives across international boundaries in sophisticated, enterprise-grade technical environments.

- ✓ Transformed early startup without a single customer or line of code into a highly sophisticated organization with \$60M revenue.
- ✓ Defines corporate vision and strategy at the 10,000-foot level while directing on-the-ground implementation at the 10-foot level.
- ✓ Attracts and retains strong technology talent to develop loyal and productive teams that build flagship products on limited budgets.
- ✓ Leverages expertise across entire technology stack with broad and deep understanding of enterprise-grade technologies and design patterns.
- ✓ Brings steady, analytical decision-making to effectively manage risk and growth.
- ✓ SaaS pioneer, Agile early adopter, and hands-on developer.

Executive Leadership | Business Strategy | Agile Methodologies  
Enterprise Architecture | SDLC | SaaS | Continuous Process Improvement  
Vendor Management | People Management | Contract Negotiation

## PROFESSIONAL EXPERIENCE

ADP ADVANCEDMD, South Jordan, UT 2000-Present  
**VP of Architecture / Chief Architect** (2008-Present)

Directed the architecture, design, and user experience for mature, highly-sophisticated healthcare software system as it grew from \$35 to \$60M revenue and from 200 to 500 employees. Established Architect role to enhance sophistication of organization and two complex product lines. Extended cross-platform capability (browser-based, mobile, and desktop). Managed relationships and negotiated contracts with a broad range of product and service vendors. Led Architecture Committee of architects, senior software engineers, and technical leaders. Provided technical expertise for partner technology evaluations and business and legal issues. Worked with Compliance Officer to ensure regulatory compliance throughout healthcare division

- Built and led highly-engaged teams of Program Managers, Business Analysts, Solutions Architects, User Experience Engineers, and Graphic Designers that oversaw 75+ developers, software testers, and technical writers.
- Generated 35% cost savings (over \$1.5M/year) by renegotiating largest service contract.
- Represented business unit in successful defense against patent infringement suit.
- Defined future direction of company by spearheading \$700K project to gather end user data that led to enhancement to our flagship products.
- Directed development of new products and functionalities, including mobile apps (iPhone and iPad), patient portal, and BI product that dramatically exceeded sales projections and generated over \$100K revenue in its first year.

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## CONTINUED

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ADP ADVANCEDMD (*Continued*)

### **VP of Software Development** (2003-2008)

Led IT organization as company grew to \$35M revenue with 28 staff. Directed team of engineers, QA managers, technical writers, business analysts, and product managers, as well as offshore team, data center team, and data conversion staff. Transformed team to meet changing demands during company growth. Spearheaded adoption of Agile (Scrum) methodologies throughout organization. Extended quality efforts by establishing QA group.

- Rose to CEO challenge to prepare for 10x growth (10x customers and revenue) by establishing QA, Agile, and training programs that enhanced quality and productivity.
- Extended 100% annual growth phase for 2 additional years, followed by years of 50% annual growth by creating focused, energetic, engaged technology team.
- Created a sophisticated training and mentoring program that allowed us to be successful with a broad mix of entry-level, mid-level, and experienced engineers rather than being dependent on a few superstar developers.
- Increased rapid scalability while cutting costs by engaging offshore team in Mumbai, India.
- Led highly successful introduction of Agile software practices (Scrum and Kanban).

### **Director of Software Development** (2001-2003)

#### **Senior Architect** (2000-2001)

Led IT team from early-stage startup with zero customers and zero revenue to highly focused and productive team, cutting-edge technology products, and \$3M revenue. Led all software development activities, including product management, reporting to the CEO.

- Spearheaded development of products and IT systems that brought company to profitability and drove two years of 100%+ growth.
- Created bleeding edge, industry-leading, enterprise-grade SaaS system under tight budget constraints; built in quality, performance, and scalability that later drew high praise during M&A due diligence and was key to favorable valuations.

#### GROUPSYSTEMS, INC., Tucson, AZ | **Senior Software Architect**

- Helped design and build next-generation client/server collaboration software.

#### PC COACHES, Tucson, AZ | **Co-founder and Principal Consultant**

- Launched and directed technical operations for technical support business serving schools, hospitals, and medical professionals.

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## EDUCATION

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#### UNIVERSITY OF PHOENIX, Tucson, AZ | **BS in Business Information Systems (BS/BIS)**

- Computer Engineering coursework at University of Arizona, Tucson, AZ

#### **Technical Skills:**

Microsoft Certified Software Developer (MCS D) | Microsoft SQL Server | Database Schema | Database Performance | C#/VB.NET | Windows Services | Serviced Components | SOA / Web Services | AJAX | SaaS | JavaScript | XML / XSLT | Microsoft BizTalk | Microsoft SharePoint | Microsoft Office | NetSuite | Rally | Scrum / Kanban | Walking Skeleton | UI-First Development | Contextual Inquiry | EDI | Credit Card Processing | Akamai CDN | Web App Performance