

# Jason Eastburn

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## SOFTWARE & MOBILE ENGINEERING LEADER

Seasoned software engineer and adept engineering leader with 15+ years professional experience, passionate about developing high quality mobile apps that users love to use. Offers relentless pursuit of knowledge and a commitment to continuous learning, which is crucial in navigating the dynamic landscape of technology. Beyond technology, leads with an emphasis on teamwork and open communication, believing that the best solutions emerge from collective creativity.

## KEY COMPETENCIES

Leadership | Management | Adaptability | Android Development | iOS Development | Web Development  
Software Documentation | Product Development | Process Improvement | Team Building | Testing | Agile

## TECHNICAL SKILLS

Ionic Framework | Angular | Typescript | JavaScript | SQL | Firebase | HTML | CSS | GitHub | Kotlin | Figma  
Android Studio | Xcode | Visual Studio | MongoDB | .NET/C# | Azure | Windows | MacOS

## PROFESSIONAL EXPERIENCE

### Service Management Group

#### Technical Team Lead

**July 2022 - February 2024**

Led and managed a team of 4 software engineers and a test engineer, overseeing all aspects of mobile app-related development, including feature implementation, bug fixes, and quality assurance, to deliver high-quality solutions to over 150 clients and thousands of users.

- Collaborated closely with product managers, UX designers, and data scientists to align development efforts with business objectives, ensuring the delivery of innovative solutions that met client needs and drive user engagement.
- Handled all aspects of team management, including conducting regular 1-on-1s, facilitating performance reviews, and the hiring process to attract top talent and build a cohesive and skilled team.
- Conducted code reviews to ensure adherence to coding standards, maintain code quality, and promote knowledge sharing and best practices within the team.
- Authored comprehensive process and software documentation to streamline workflows, enhance knowledge sharing, and ensure consistency in development practices across the team.
- Presented progress updates and project milestones at leadership meetings, effectively communicating technical achievements, challenges, and initiatives to stakeholders at all levels of the company.

#### Software Engineer II

**August 2021 - July 2022**

Played a key role on the front-end web development team, contributing to the development of new features and enhancements for the smg360 reporting website that provided key insights and scores to clients.

- Demonstrated problem-solving skills by efficiently triaging and resolving bugs reported by both internal teams and clients, ensuring the stability of the smg360 platform to meet client needs and expectations.
- Fostered effective collaboration with back-end teams to develop comprehensive, full-featured solutions that integrated front-end and back-end components seamlessly.
- Participated in agile development processes, including sprint planning, daily stand-ups, and retrospectives, contributing insights and feedback to drive continuous improvement and optimize team performance and decrease support tickets by 20%.

#### Software Engineer

**March 2016 - August 2021**

Spearheaded development efforts as a core member of the mobile team, specializing in the design and implementation of the smg360 mobile app for both Android and iOS platforms that were used by over 150 clients and thousands of users.

- Advised the product team on mobile considerations, best practices, and emerging trends during the development of new features and enhancements.

- Led the release process for mobile apps, managing automated deployments to both Google Play Store and Apple App Store, ensuring compliance with platform guidelines, and delivering timely updates to enhance functionality and user experience.
- Collaborated closely with cross-functional teams including designers, QA testers, and product managers to translate requirements into mobile solutions that delivered value to clients.

**Service Manager****December 2013 - March 2016**

Oversaw a team of 3 software engineers responsible for triaging issues submitted by internal teams and clients, ensuring timely resolution and prioritization based on impact and severity.

- Managed the prioritization and impact assessment of software bugs and defects in collaboration with engineering teams.
- Spearheaded continuous process improvements to enhance efficiency and effectiveness in production support processes, implementing best practices and leveraging automation tools to streamline ticket handling and resolution times.
- Acted as a key liaison between engineering teams and client-facing teams, facilitating communication, alignment of priority, and proactive resolution of tickets.

**Manager, Operations****January 2012 - December 2013**

Managed teams that led in the creation and delivery of most client deliverables used to collect data, provide insights into clients' businesses, and improve engagement into SMG products and services.

- Oversaw a team of 6-8 developers tasked with setting up websites, developing periodic reports, and executing various technical tasks for clients.
- Oversaw a team of 6-8 business analysts responsible for gathering requirements for survey creation, website configuration, and periodic report development, ensuring alignment with client objectives and expectations.

**Manager, Reporting Solutions****January 2008 - January 2012**

Developed and implemented a standardized product offering for client periodic reports, streamlining processes, and ensuring consistency with report deliverables.

- Led and mentored a dedicated team of 6-8 business analysts responsible for quality checking and distributing reports to over 150 clients monthly.

**ADDITIONAL RELEVANT EXPERIENCE**

**Service Management Group**, Senior Developer, Developer

**ADT Security Services**, Customer Support Specialist

**Michaels Arts and Crafts**, Custom Framing Department Manager

**EDUCATION**

**Bachelor of Information Technology** | University of Missouri-Kansas City

**AWARDS**

Leadership Excellence Award | Service Management Group

Silver Stevie Award | American Business Awards | Service Management Group | smg360 Mobile App

**VOLUNTEERING**

Kansas City Corporate Challenge | Board of Directors

- Past President (2019 - 2021)
- President (2018-2019)
- Vice President (2017 - 2018)
- Director of Volunteers (2015 - 2017)