

# Derek Hollis

(615) 500-2618 | dhollisit@gmail.com

## Executive Profile

Engineering leader with 15+ years of experience building, scaling, and transforming high-performing software engineering organizations responsible for mission-critical platforms, cloud infrastructure, and enterprise applications. Proven success leading multidisciplinary engineering teams, defining technical strategy, modernizing software delivery, and delivering secure, scalable, highly available systems that support business growth.

My technical foundation spans cloud infrastructure, software engineering, platform architecture, and enterprise identity, but my greatest strength is building engineering organizations that outperform expectations. I develop engineers, strengthen teams, remove organizational barriers, and create environments where people consistently do the best work of their careers.

## Leadership Highlights

- 15+ years leading software engineering organizations across healthcare, cloud, and digital technology.
- Built and scaled high-performing engineering organizations across software development, platform engineering, cloud infrastructure, DevOps, and enterprise identity.
- Led engineering organizations supporting platforms serving 500,000+ users and 400+ enterprise integrations.
- Directed delivery of 40+ strategic engineering initiatives annually while maintaining highly available production services.
- Managed multimillion-dollar engineering budgets, technical roadmaps, organizational planning, hiring, mentoring, and vendor partnerships.
- Delivered 99.99%+ platform availability through resilient architecture, operational excellence, and engineering modernization.
- Recognized for building collaborative engineering cultures focused on accountability, innovation, continuous improvement, and execution.

## Core Competencies

### **Engineering Leadership**

Engineering Leadership • Organizational Transformation • Technical Strategy • Organizational Design • Executive Communication • Talent Development • Engineering Culture • Cross-Functional Leadership

### **Software & Platform Engineering**

Platform Engineering • Software Engineering • Software Architecture • Distributed Systems • Engineering Operations • API Platforms • Developer Experience • Technical Leadership

## **Cloud & Reliability**

AWS • Azure • Google Cloud Platform (GCP) • DevOps • CI/CD • Site Reliability Engineering (SRE) • High Availability • Observability • Operational Excellence

## **Delivery & Execution**

Engineering Roadmaps • Portfolio Management • Agile Delivery • SAFe • Scrum • Organizational Planning • Program Execution • Continuous Improvement

## **Security & Enterprise Platforms**

Identity & Access Management • Security Engineering • Zero Trust • Enterprise Integration • OAuth2 • OpenID Connect • SAML • Privileged Access Management (PAM)

---

# Experience

## **Senior Manager of Identity Services (IAM)**

HCA | May 2023 to Present

Lead multiple engineering teams responsible for the strategy, delivery, and operational excellence of enterprise identity, authentication, and platform services supporting one of the nation's largest healthcare organizations.

- Lead multiple multidisciplinary engineering teams responsible for designing, building, and operating mission-critical identity, authentication, authorization, API, and platform services supporting clinical and enterprise operations.
- Define engineering strategy, platform roadmaps, and organizational priorities that align technology investments with business objectives, security initiatives, and long-term platform evolution.
- Build a collaborative engineering culture focused on accountability, continuous improvement, operational excellence, and developing engineers into future technical and organizational leaders.
- Recruit, mentor, and develop engineering talent while creating growth opportunities, strengthening team performance, and building high-performing engineering organizations.
- Partner with executive leadership across Security, Infrastructure, Architecture, Product, and Application Engineering to drive enterprise technology strategy and cross-functional execution.
- Own the complete software delivery lifecycle across multiple engineering initiatives, including planning, architecture, development, testing, deployment, and production operations.
- Drive delivery of 40+ strategic engineering initiatives annually while maintaining highly available production services supporting critical clinical and enterprise systems.

- Balance engineering velocity, operational stability, technical debt reduction, and long-term platform modernization across a complex regulated healthcare environment.
- Establish engineering best practices through Agile delivery, SAFe planning, Azure DevOps, and continuous improvement initiatives that improve delivery predictability, quality, and transparency.
- Serve as executive escalation leader for critical production incidents, enterprise change management, and MIRT engagements, ensuring rapid decision-making, clear executive communication, and timely service restoration.
- Lead engineering organizations responsible for resolving 1,900+ operational incidents annually while maintaining platform resiliency, security, and customer trust.
- Champion platform modernization initiatives that improve scalability, resiliency, security, automation, and operational efficiency across enterprise engineering services.

### **Senior Manager, Platform Engineering (CIAM)**

Change Healthcare | June 2019 to March 2023

Built and led software engineering organizations responsible for a cloud-native customer identity platform supporting more than 260,000 users and 160+ enterprise applications while driving platform modernization, engineering excellence, and organizational growth.

- Built and led multidisciplinary software engineering teams responsible for delivering a mission-critical cloud-native customer identity platform supporting 400,000+ users and 300+ enterprise applications.
- Owned engineering strategy, platform roadmap, architecture, and operational excellence for a mission-critical SaaS platform with a \$2M+ annual operating budget.
- Directed and developed onshore and offshore software engineering teams specializing in React, Node.js, cloud platforms, and enterprise services while fostering a collaborative, high-performing engineering culture.
- Partnered with Product, Security, Infrastructure, and executive leadership to prioritize investments, align engineering strategy with business objectives, and drive organizational success.
- Recruited, mentored, and developed engineers while strengthening technical capabilities, improving collaboration, and creating career growth opportunities across multiple engineering disciplines.
- Delivered 99.99%+ platform availability by leading the company's first multi-region active-active architecture, significantly improving resiliency, disaster recovery, and customer experience.
- Scaled platform adoption from 20 to more than 300 enterprise applications using OAuth2, OpenID Connect, SAML, and enterprise integration standards.
- Led development of 30+ Node.js platform APIs and a React-based administrative platform supporting enterprise identity operations and customer onboarding.
- Established engineering best practices across Agile delivery, Scrum, technical planning,

hiring, mentoring, and cross-functional collaboration, improving engineering execution and delivery consistency.

- Designed and implemented cloud-native monitoring, observability, and incident automation using AWS CloudWatch, Moogsoft, and xMatters to improve operational awareness and platform reliability.
- Expanded organizational impact by assuming ownership of the enterprise UI Component Library, leading an additional offshore engineering team to improve developer productivity, application consistency, and platform performance.
- Oversaw enterprise federation strategy and secure integrations with external identity providers while enabling secure workforce access across enterprise applications.

## **Director of Systems Engineering & Operations**

GS&F | March 2017 to May 2019

Led software engineering, DevOps, and cloud operations teams responsible for delivering enterprise web and mobile platforms while driving engineering strategy, operational excellence, and organizational growth.

- Directed multidisciplinary software engineering, DevOps, and infrastructure teams delivering enterprise web, mobile, and cloud-based platforms for national clients.
- Defined engineering strategy, technology roadmaps, and organizational priorities aligned with business objectives, client needs, and long-term platform scalability.
- Built a collaborative engineering culture by strengthening partnerships across UX, Product, Account Management, Project Management, and Infrastructure teams.
- Mentored engineering leaders and individual contributors while fostering accountability, ownership, and continuous professional growth.
- Guided engineering planning, resource allocation, vendor relationships, and cross-functional execution across multiple concurrent client engagements.
- Led engineering organizations through the full software development lifecycle, delivering scalable web and mobile applications while balancing quality, velocity, and operational stability.
- Modernized engineering operations through automation, standardized deployment practices, and continuous process improvements that increased efficiency and platform reliability.
- Directed cloud infrastructure strategy, capacity planning, monitoring, and operational readiness to support rapid business growth and increasing platform demand.
- Collaborated with executive leadership on architecture decisions, infrastructure investments, and third-party technology partnerships.
- Championed security best practices through vulnerability assessments, infrastructure hardening, and proactive risk mitigation across customer-facing platforms.

- Served as a trusted technical advisor to executives, clients, and stakeholders, translating complex engineering concepts into clear business decisions.

## **Manager of Software Engineering**

GS&F | January 2014 to February 2017

Built and led a high-performing software engineering organization responsible for delivering web, mobile, and digital experiences while establishing Agile practices, improving delivery execution, and developing engineering talent.

- Led and developed a team of 14+ software engineers, creating a collaborative engineering culture focused on accountability, continuous learning, and delivery excellence.
- Recruited, coached, and mentored engineers while managing performance, career development, staffing, and organizational planning.
- Partnered with Product, Interactive Services, Account Management, and Project Management to translate business objectives into technical roadmaps and successful software delivery.
- Managed engineering budgets, resource planning, forecasting, hiring, and organizational operations across multiple simultaneous client initiatives.
- Directed delivery of web, mobile, and connected digital products through Agile Scrum methodologies, improving engineering velocity, predictability, and stakeholder engagement.
- Introduced Agile planning practices using Jira, facilitating sprint planning, daily stand-ups, retrospectives, stakeholder demonstrations, and continuous improvement initiatives.
- Led technical planning, solution design, and engineering execution for complex software projects while balancing scope, timelines, and business priorities.
- Removed delivery obstacles by proactively identifying technical risks, improving collaboration, and resolving engineering challenges across multidisciplinary teams.
- Built trusted relationships with executive stakeholders, clients, and technical partners by effectively communicating engineering strategy, architecture, and delivery progress.
- Helped establish engineering standards and delivery processes that improved consistency, quality, and long-term maintainability across digital products.

## **Technical Leadership**

### **Cloud Platforms**

AWS • Azure • Google Cloud

## **Security & Identity**

Ping Identity • Entra ID • OAuth2 • OIDC • SAML • Active Directory • PAM • Zero Trust

## **Software Engineering**

React • Node.js • JavaScript • REST APIs • Microservices

## **Engineering & Delivery**

Azure DevOps • GitHub • Jira • SAFe • Agile • Scrum

# Education

## **Bachelor of Science Business Administration, Information Technology Management**

Western Governors University, 2024

## **Associate of Applied Science, Computer Science Technology**

Volunteer State CC, 2005

# Certifications

Microsoft AZ-900 • AWS Cloud Practitioner