

BLAKE PARKINSON

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SUMMARY

Hands-on engineering leader with 19+ years shipping software in regulated and high-growth environments. Scaled Backbone PLM's engineering organization from 3 to 30+ engineers and currently lead a 9-person team at Two Chairs delivering production AI products in healthcare, including an AI Scribe with 75% clinician adoption. Equally comfortable in code reviews, architecture decisions, and roadmap conversations. Known for staying close to the technical work while developing engineers and shipping product.

EXPERIENCE

Engineering Manager | Two Chairs Mar 2022 – Present

Regulated Healthcare SaaS | Cloud-Based Care Platform | Team of 9 Engineers

- Lead a cross-functional full-stack engineering team of 9, owning end-to-end delivery, technical direction, sprint planning, and roadmap execution across core care platform initiatives in a HIPAA-regulated healthcare environment.
- Led end-to-end delivery of AI-powered clinician tooling, including an AI Scribe product leveraging production LLM workflows, achieving 75% clinician adoption and reducing clinical documentation time by 30 minutes per session.
- Architected and oversaw deployment of an AI-driven referral processing system handling 500+ daily events at 99.9%+ uptime, with built-in reliability monitoring, data correctness validation, and healthcare compliance guardrails.
- Drove platform modernization and microservices architecture improvements, defining service boundaries and API contracts that increased team velocity by 25% and reduced operational overhead across the engineering organization.
- Partnered with DevOps and platform teams to optimize CI/CD pipelines, deployment automation, and Kubernetes-based cloud environments using GitHub Actions, Argo CD, and modern GitOps release practices, reducing deployment cycle time by 40%.
- Established engineering quality standards including code review processes, incident review cadences, and observability improvements that reduced production incidents by 35%.

Lead Engineer | Hello Alice Oct 2021 – Mar 2022

Small Business SaaS Platform | API Architecture | Performance Optimization

- Optimized platform performance and reduced API response latency by 30% through database query optimization, caching strategies, and backend architecture improvements, directly improving user engagement metrics.
- Collaborated with product and design stakeholders to scope, prioritize, and deliver high-impact features under tight startup timelines, consistently meeting sprint commitments.
- Lead both the Mobile and Web development teams. Shipped an entirely new Next.js frontend, and a brand new mobile application.

Director of Engineering | Visably Apr 2020 – Oct 2021

Enterprise SEO Analytics | Distributed Team Management | Platform Reliability

- Managed a distributed engineering team delivering enterprise-grade SEO analytics products, establishing engineering processes that improved release reliability and doubled deployment frequency.
- Drove strategic balance between near-term product roadmap execution and foundational investments in scalability, automated testing, and developer experience, reducing mean time to recovery (MTTR) by 50%.
- Implemented engineering best practices including structured code reviews, automated CI/CD pipelines, and incident management workflows that measurably improved platform stability and team velocity.

CTO / Head of Technology | Backbone PLM Feb 2017 – Apr 2020

Multi-Tenant SaaS | Engineering Org Scaling (3→30+) | Enterprise Product Architecture

- Scaled the engineering organization from 3 to 30+ engineers, building hiring pipelines, onboarding programs, and delivery processes that supported 10x team growth while maintaining product velocity.
- Directed full-stack product and platform architecture for a multi-tenant SaaS system serving leading fashion and lifestyle brands, designing scalable data models, API layers, and AWS infrastructure for enterprise workloads.

- Owned technical strategy across application development, cloud infrastructure, and enterprise delivery, maturing the company from early-stage startup to a scalable, production-grade operation.
- Established engineering culture, coding standards, and technical interview processes that attracted top talent and maintained a 90%+ engineer retention rate during rapid scaling.

Head of Software | Alpine Labs, LLC Feb 2016 – Feb 2017

IoT / Hardware-Software Integration | Mobile Development | Bluetooth/BLE

- Led mobile application development and product design for Pulse, a DSLR camera accessory enabling wireless camera control via Bluetooth and Bluetooth Low Energy (BLE) protocols.
- Built cross-platform mobile application supporting remote capture, time-lapse photography, real-time histogram views, and camera settings management, operating at the intersection of software, hardware, and embedded systems.

Lead Developer | NCTI, Inc. Jul 2015 – Feb 2017

EdTech | LMS Platform | E-Commerce Integration

- Developed a full-featured Learning Management System enabling course browsing, enrollment, and e-commerce purchasing, owning full-stack development across the user-facing application and payment workflows.
- Delivered end-to-end product engineering leadership in a lean startup environment, translating business requirements into production software and driving the platform from concept to launch.

Software Engineer | Edmodo Feb 2013 – Jul 2015

EdTech | Hypergrowth Platform (1M → 50M users) | API Development

- Joined during the platform's 50x growth phase from 1M to 50M users, building core messaging infrastructure, real-time notification systems, and developer API services supporting high-traffic partner integrations.
- Developed high-availability backend services and RESTful APIs handling millions of daily requests, ensuring platform reliability and performance during sustained hypergrowth.

EDUCATION

Bachelor of Science, Computer Science & Political Science 2004 – 2007

University of San Francisco

TECHNICAL SKILLS

Languages & Frameworks: TypeScript, JavaScript, Python, Node.js, Django, React, React Native, GraphQL, REST, Ruby on Rails

Cloud & Infrastructure: AWS (EC2, ECS, Lambda, S3, RDS), GCP, Kubernetes, Docker, Terraform, Microservices

DevOps & Observability: GitHub Actions, Argo CD, Jenkins, GitOps, Datadog, New Relic, Incident Management

Data: PostgreSQL, MongoDB, Redis, SQL

AI/ML: LLM integration, production AI/ML pipelines, prompt engineering, guardrails & compliance

Leadership: Org design, hiring & talent development, OKR planning, cross-functional leadership, agile delivery