

JOSEPH BALLOW

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(508)-982-3698

EMPLOYMENT

Senior Engineering Manager, *athenahealth* 2023 - Current

- Manage design system team supporting over 450 internal front end applications across multiple products.
- Manage team building system wide applications with over 30 million daily hits.
- Proposed and administered front end training initiative to efficiently make training available to all developers using limited resources. Program feedback tracked and highly positive.
- Recognized as athenaAdmired leader for top quartile employee engagement, performance feedback, and career conversation results for direct reports in employee engagement survey.

Engineering Manager, *athenahealth* 2020 - 2023

- Assumed leadership of two teams during critical phases of project delivery including GA of Telehealth product in response to COVID-19 and major release of internal design system.
- Minimal attrition and successful hiring during challenging market conditions in 2021/2022.
- Received Team of the Release award for impact of team's success rapidly releasing an integrated Telehealth product for providers who could not see patients in person during COVID-19.

Lead Software Developer, *athenahealth* 2019 - 2020

- Challenged to build an integrated Telehealth product in EHR in response to COVID-19.
- Quickly vetted potential options and team was selected to move forward with a cross functional group.
- Worked with Amazon Chime team to resolve android and iOS issues blocking alpha test.
- Kickoff to first live visit in 25 days, GA in 52 days. Served 2500 visits/day within 90 days of launch.
- Received Extra Mile award for impact on campus recruiting and interviewing during large hiring push while quickly ramping up on new team including as development lead during incident response.

Senior Software Developer, *athenahealth* 2017 - 2019

- Designed and built a messaging system to securely and automatically share sensitive files with clients.
- Development point of contact for strategic clients on multiple projects.

Software Developer, *athenahealth* 2015 - 2017

- Implemented components in internal pattern library, facilitating fast and consistent UI development.
- Integrated third party survey product to measure NPS, replacing manual outreach by employees.

Desktop Support Specialist, *Boston University Information Services & Technology* 2011 - 2015

Head Sailing Instructor, *Namequoit Sailing Association* 2005 - 2012

EDUCATION

B.A. in Computer Science, *Boston University* 2014

SKILLS

Leadership: Building strong agile teams leading to positive business outcomes. Playing to the strengths of each team member and removing impediments. Taking responsibility for the team's results and sharing the team's wins. Reliable decision making under pressure.

Communication: Clear communication with stakeholders. Effective translation between technical and non-technical roles. Representing team to stakeholders, leadership, and customers.

Web Development: TypeScript/JavaScript, React, HTML, and CSS web applications at enterprise scale.

Programming: Applications including electronic medical records, medical billing, data processing, and data visualization. Perl, Java, and Python. SQL and NoSQL databases. AWS cloud computing.

OTHER EXPERIENCE AND CERTIFICATIONS

Scrum Alliance - Certified Agile Leadership 1: Demonstrated knowledge and ability to be a successful leader by using agile methods and behaviors to enhance organizational agility.

ICAgile - Certified Professional in Agile Coaching: In-depth understanding and capability to use different techniques in mentoring, facilitating, professional coaching and teaching with agile teams.

US Sailing - Small Boat Level 3 Coach: Combined 60 hours of training in teaching methodology, coaching techniques, program planning, risk management, and effective communication.