

Chris R Miller

Engineering Manager | Enterprise Systems, Web & Mobile
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ABOUT

I lead engineering organizations that operate at the intersection of enterprise systems, web, and mobile — managing cross-functional teams, aligning technical strategy with business goals, and keeping complex platforms running at scale.

I specialize in building and scaling engineering teams, modernizing legacy architecture, and bridging the gap between senior leadership and the developers doing the work.

At Saatva, I've led teams spanning enterprise development, analytics tooling, production support, and IT services. At NetSpend, I directed architectural changes across 35 engineers on 7 teams while standing up cloud infrastructure and source control practices for a 200-person org.

If you're looking for an engineering leader who can own the roadmap, grow the team, and still talk architecture with your senior engineers — let's connect.

EXPERIENCE

Enterprise Systems Engineering Manager *Apr 2022 – Present | Austin, TX (Remote)*

Saatva • Full-time

Led 3 enterprise systems engineering teams while serving as a direct contributor and collaborator to DevOps, IT, and email marketing — owning technical strategy, vendor relationships, and cross-functional delivery across a complex, high-growth retail and e-commerce org.

- Reduced production incidents from 100+ in 2021 to zero in Q1 2026 by hiring a lead support engineer, implementing aggressive SLAs, restructuring on-call rotations, and enforcing code hygiene standards across the engineering org
- Reduced on-call burden to a single lead engineer with rotating backup — on-call developers were activated just twice in all of 2025
- Maintained an average team tenure of 6+ years across a distributed engineering org, reflecting a stable, high-retention culture in an industry where 2–3 years is typical
- Negotiated and managed vendor contracts totaling \$600K+ annually, including Adobe Commerce, Adyen, and Avalara, along with sourcing and managing third-party tool licenses
- Led end-to-end rollout of Adyen as a new payment provider across 27 retail locations and e-commerce — deploying 140 physical terminals with custom configurations and enhanced finance reporting in under 6 months
- Stepped into a product and project management vacuum — working directly with stakeholders to define, scope, and deliver order management and logistics improvements that meaningfully improved post-sale experience for both customers and CSRs
- Introduced AI-assisted development tooling — including Claude, GitHub Copilot, Cursor, and Perplexity — across engineering teams, working directly alongside developers to optimize adoption, integrate agentic workflows into existing processes, and apply AI orchestration to code generation, dashboard development, greenfield application storyboarding, and process automation
- Ran 2-week Agile sprints culminating in direct stakeholder demos to maintain alignment and accelerate feedback loops
- Owned recruiting, hiring, and onboarding pipelines for all teams, maintaining staffing continuity across a remote-first environment
- Managed relationships with Latin American development teams to extend engineering capacity without additional headcount

Lead Support Developer / Manager Jan 2021 – Apr 2022 | Austin, TX

Saatva • Full-time

Voluntarily stepped into a structurally undefined support role during a company reorganization, identifying it as the highest-leverage opportunity to drive meaningful change. Inherited a team of 2 technical analysts with no formal process, no escalation structure, and 100+ annual production incidents.

- Designed and implemented the support team's foundational processes from scratch — including bug reporting standards, triage methodology, escalation requirements, and pre-deployment verification procedures
- Identified systemic gaps in DevOps environment management, deploy testing practices, and architectural direction — and drove organizational investment in all three areas through direct input to leadership
- Began building the incident reduction trend line that would reach zero in Q1 2026 by establishing structured, repeatable response and prevention processes for the first time
- Served as an informal cross-functional connector between support, DevOps, and engineering leadership during a critical growth phase

Senior Application Developer Mar 2018 – Jan 2021 | Austin, TX

Saatva • Full-time

Worked across a multi-stack e-commerce and logistics platform — primarily Magento (PHP), a custom Ruby-based logistics application, and Python-driven ETL pipelines for financial data automation — as the most senior engineer on a team of 5.

- Architected, developed, and delivered a single-handedly built Elasticsearch-based order search platform that searched millions of order records and returned 10,000+ results in under 2 seconds — down from 30+ seconds on the previous system — adopted daily by 150+ CSRs, the full orders team, most of the management org, and C-suite
- Maintained and extended a custom Ruby logistics platform and Magento order management system at the core of Saatva's post-sale operations
- Built and maintained Python ETL pipelines handling automated financial data processing
- Mentored 2 junior and 2 mid-level developers as the de facto technical lead on the team
- Volunteered consistently for on-call support rotations and was regularly first to respond to after-hours and weekend incidents — laying the groundwork for a future move into support leadership

Founder & Principal Developer Jun 2009 – Jul 2023 | Austin, TX

IntellAgent Benefit Solutions • Acquired 2023

Founded, built, and operated a specialized SaaS platform serving insurance brokerages and carriers — providing secure, compliant distribution of sensitive insurance documents including enrollment packets, qualifying event forms, life insurance beneficiary designations, and contract signatures.

- Grew the platform to 72 active client companies including 7 Fortune 1000 and 4 Fortune 500 firms, serving approximately 50,000 active end users across the client base
- Built and maintained direct integrations with the 10 largest U.S. health insurance carriers, DocuSign for contract execution, and multiple secure messaging platforms
- Developed a proprietary WordPress plugin enabling per-company and per-client account management for sensitive policy document distribution — with custom themes designed and built for each client
- Maintained PCI compliance continuously from 2012 through 2023
- Defended against approximately 7,500 documented intrusion attempts over 11 years with only 3 successful breaches causing damage — a 99.96% successful defense rate
- Developed an automated intrusion detection and lockdown system that initiated site restoration and replication without requiring manual intervention — reducing recovery time to minutes
- Enforced a zero-tolerance security policy: any successful intrusion triggered immediate wipe, credential rotation, and full restoration from backup
- Continued maintaining the platform and client base through 2023 while serving full-time at Saatva, until selling the business to a strategic acquirer

Career Break — Family Medical Leave *May 2017 – Mar 2018*

Took leave from professional work to provide full-time care and household management support for an immediate family member following a serious medical event.

Senior Web & Mobile Architect *Jun 2016 – May 2017 | Austin, TX*

NetSpend • Full-time

Brought in to modernize mobile architecture and engineering infrastructure across a 200-person development organization at one of the largest prepaid debit card platforms in the U.S.

- Migrated a 200-engineer org from unsecured, locally hosted shared-drive repositories to Bitbucket — establishing audit-compliant version control, enabling proper peer review, and dramatically improving source control security and visibility across all teams
- Directed architectural strategy across 35 engineers on 7 teams (5 local, 2 remote), leading front-end solutions architects and aligning teams that had previously operated in silos
- Led architectural transition of Cordova-based hybrid mobile apps — eliminating full app recompilation requirements for updates and delivering 400% faster version iteration cycles
- Reduced white-label vendor app rollout time from 3 months to approximately 3 weeks — a 75% reduction with direct impact on client onboarding velocity
- Developed SSO integrations, secure image capture, and mobile check deposit processing within a Cordova/JavaScript front-end stack backed by Java and Oracle DB infrastructure
- Successfully executed cloud infrastructure migration for development and production services during tenure

Senior Application Developer *Jun 2014 – May 2016 | Austin, TX*

Key Ingredient • Full-time

Served as the primary engineer for a consumer recipe platform and smart kitchen hardware company, ultimately becoming the last non-C-level engineer retained through a company pivot — solely responsible for DevOps, server management, application development, and design simultaneously.

- Developed and launched iOS and Android apps integrating with custom Bluetooth-connected smart kitchen hardware — including a proprietary smart meat thermometer and the T-Fal Actifry countertop appliance — enabling recipe-guided, real-time cooking prompts synchronized with user-customizable recipe content
- Built a Django-based automated recipe classification engine using Bayesian keyword matching to categorize 150,000+ recipes across a 2M+ recipe database — replacing a manual process entirely
- Managed AWS and Google App Engine infrastructure supporting 500,000 unique monthly visitors as a one-person ops team at a 12-person company
- Built and maintained custom Magento CE 1.x e-commerce modules for sale of proprietary hardware and SEB Groupe products (Cuisinart, T-Fal, and others)
- Replaced an inherited build-bot CI platform with a Jenkins-based CI/CD pipeline — automating deployments across the stack
- Managed Google Analytics reporting and cloud scaling operations across a lean, resource-constrained engineering environment

SKILLS

Engineering Leadership

Engineering Management	Team Leadership	Cross-Functional Leadership	Stakeholder Management
Roadmap Planning	Technical Strategy	Headcount Planning	Performance Management
Recruiting & Hiring	Organizational Design	Vendor Management	Agile / Scrum

AI & Automation

AI-Assisted Development	Agentic Workflow Orchestration	Prompt Engineering	Process Automation
Claude (Anthropic)	GitHub Copilot	Cursor	Perplexity AI

Technical

Elasticsearch	PHP	Python	Ruby
JavaScript	React	AWS	CI/CD
Jenkins	Bitbucket	Mobile Architecture	Cordova
Magento / Adobe Commerce	Django	WordPress	

Domain

PCI Compliance	E-Commerce Architecture	SaaS Development	Payment Systems
ETL / Data Pipelines	Google Analytics		