

Amara Toure

VP of Technology

Technology leader with 7 years of experience spanning engineering management, product re-architecture, and P&L oversight across AWS-hosted microservices environments. Directed a product re-architecture that grew annual revenue from $5.31M to $6.9M by opening 3 new vertical markets and shortening the sales cycle. Background includes PCI-DSS compliance coordination, SQL-based usage analytics, and customer satisfaction improvements across multiple organizations.

CONTACT INFORMATION

(570) 555-0111

amara.toure@example.com

Lewisburg, PA 12345

KEY SKILLS

- AWS
- SQL
- React
- Jira
- Cross-functional Roadmap Planning
- P&L Oversight
- Incident Management
- PCI-DSS Compliance
- Agile Methodologies
- Capacity Planning

PROFESSIONAL EXPERIENCE

2023 - Present

VP of Technology | Tuscarora Ridge Software Group, Lewisburg, PA

- Grew annual revenue from $5.31M to $6.9M by directing a product re-architecture that opened 3 new vertical markets and shortened the sales cycle by 18 days.
- Reduced production downtime from 9.4 hours per month to 4.7 hours by implementing automated failover procedures across AWS-hosted microservices.
- Lifted the quarterly customer satisfaction index from 61 to 83 on a 100-point survey by creating a dedicated escalation pod and mandating 4-hour initial response windows.
- Directed financial planning for the engineering division, reallocating discretionary spend each quarter to fund high-ROI feature work identified through SQL-based usage analytics.

2021 - 2023

Director of Engineering | Muncy Creek Analytics LLC, Williamsport, PA

- Cut production downtime by 43.03% within 14 months by creating corrective action playbooks for the 11 most frequent incident categories.
- Increased annual revenue attributed to the analytics platform by $2.76M after rebuilding the reporting dashboard with React, reducing average onboarding time for new clients from 23 days to 9 days.
- Improved customer satisfaction survey results by 26 points (from 58 to 84) by establishing a monthly feedback loop between the support desk and the product engineering team.
- Interpreted PCI-DSS requirements for 4 engineering squads and coordinated remediation plans that cleared all audit findings within 47 days.

2019 - 2021

Engineering Manager | Bald Eagle Creek Technologies Inc., Lock Haven, PA

- Managed a team of 14 engineers delivering SaaS features that contributed $5.46M in annual recurring revenue.
- Reduced average incident resolution time from 4.1 hours to 1.6 hours by standardizing on-call runbooks and adding Jira-based escalation workflows.
- Coordinated budget activities for a $1.21M annual engineering spend, reallocating $89,830 to infrastructure monitoring tools that cut unplanned outages by 37.4 hours per quarter.

EDUCATION

BS, Computer Science

Pennsylvania State University, University Park, PA | 2015 - 2019