# Summary

**Dynamic technology leader** with 25+ years of experience in **software engineering, IT strategy, and remote team leadership**. Proven track record of **modernizing legacy systems**, **migrating infrastructure to the cloud**, and **integrating emerging technologies** to drive innovation and profitability. Skilled at balancing **strategic leadership** with **hands-on development**, delivering **scalable, efficient, and business-aligned solutions**. Adept at **mentoring talent**, **building high-performing engineering teams**, and leveraging technologies such as **LAMP stack, AWS, and AI-assisted development** to **optimize workflows**, **reduce costs**, and **accelerate time-to-market**.

# Skills

Team Leadership, IT Strategy, Strategic Execution, Process Automation, Workflow Optimization, Remote Work, Distributed Team Management, Mentoring Talent, Modernizing Legacy Systems, Cloud Solutions, Amazon Web Services (AWS), CI/CD, Cloud Migration, LAMP Stack (Linux, Apache, MySQL, PHP), PHP, MySQL, WordPress, HTML, CSS, JavaScript, Data Automation, Amazon Mechanical Turk (mTurk), APIs, AI-Assisted Development, Search Engine Optimization (SEO), Pay-Per-Click (PPC), E-Commerce, Web Application Development, Affiliate Marketing

# Experience

## Principal Full-Stack Software Engineer, Imwave, Inc.

### Reston, VA, June 2019 – Present

* **Overhauled an outdated ColdFusion-based affiliate marketing system** by leading a full rebuild on a **modern LAMP stack (PHP, CodeIgniter, MariaDB/MySQL**) and migrating hosting to **AWS (EC2, ELB, RDS, Route 53, DynamoDB**), replacing manual daily processes with end-to-end automation.
* **Cut process run-time** from a full day to hours, improving system reliability, reducing operating costs, and delivering more accurate, real-time data for precise Pay-Per-Click (PPC) bid adjustments.
* **Integrate new data sources and advertising networks** to expand capabilities, leveraging **AI-assisted coding tools** to accelerate development, improve accuracy, and maintain a competitive edge in campaign optimization, **opening new opportunities that increase revenue and profitability**.

*Enabled faster, more reliable, and cost-effective marketing operations that directly improved PPC performance and ROI.*

## Adjunct Professor, Buffalo State University

### Buffalo, NY, January 2019 – Present

* **Teach and mentor** undergraduate students in Computer Information Systems, delivering courses in web development (HTML5, CSS3, JavaScript) and .NET application programming (C#, VB, SQL).
* **Develop and adapt curriculum** to reflect current industry practices, incorporating hands-on projects, real-world scenarios, and emerging technologies to strengthen student problem-solving skills.
* **Achieved top-tier student evaluation scores**, including 4.89–4.95/5.0 across key teaching categories, consistently exceeding both departmental (avg. ~4.50) and school-wide (avg. ~4.55) benchmarks.
* **Recognized with the 2024 SUNY Chancellor’s Award for Excellence in Adjunct Teaching**, highlighting exceptional teaching effectiveness, student engagement, and real-world impact on graduates’ career readiness.

*Elevated student learning outcomes and career readiness through industry-relevant instruction and mentorship.*

## Managing Partner, Rust Built, Inc.

### Buffalo, NY, November 2017 – June 2019

* **Directed** a distributed development team spanning the U.S. and overseas, acting as the primary liaison between clients and technical staff to ensure alignment on requirements, timelines, and deliverables.
* **Managed multiple concurrent projects**, balancing priorities, tracking budgets, and maintaining momentum across complex initiatives involving large-scale data aggregation, sanitization, and standardization.
* **Delivered numerous custom technical solutions** that transformed messy, unstructured data into reliable, structured formats, enabling clients to scale operations and make data-driven business decisions.

*Delivered scalable, data-driven solutions that empowered clients to make informed decisions and grow their businesses.*

## Chief Technology Officer (CTO), FMTC

### Austin, TX, June 2014 – November 2017

* **Directed technology and operations** for a growing SaaS company, reporting to ownership alongside the CEO, with accountability for engineering, cost management, and operational performance.
* **Led the migration** of the SaaS platform to AWS, integrating new systems while maintaining service continuity, resulting in a 75% reduction in hosting costs and improved scalability, reliability, and uptime.
* **Managed hiring and oversight** of up to 15 data entry personnel and 4–5 developers in a fully remote environment, implementing processes that improved productivity and reduced workflow bottlenecks.
* **Reported on cost metrics and operational efficiency** to ownership, enabling more informed budgeting and investment decisions.
* **Expanded the SaaS offering** by delivering new features and products, driving customer adoption, and strengthening FMTC’s competitive position.
* **Remained hands-on with development**, contributing code to key product initiatives and ensuring technical solutions aligned with business strategy.

*Strengthened technical and operational foundations, positioning the company for sustainable growth and product expansion.*

## Owner / Principal Consultant, Eric Nagel & Associates

### Buffalo, NY, August 2009 – June 2014

* **Founded and operated** a consultancy specializing in PHP application development, web application support, and digital marketing solutions for affiliate-driven websites.
* **Designed and implemented** Search Engine Optimization (SEO) strategies and analytics tools that drove competitive Page 1 Google rankings, significantly increasing clients’ organic traffic and lead generation.
* **Developed and deployed** automated PPC bidding systems managing 600+ Google AdGroups, optimizing spend and improving ROI through data-driven adjustments.
* **Earned multiple “Top Performing Affiliate” awards** from merchant programs, reflecting consistent, high-volume revenue generation for partners.

*Drove measurable increases in traffic, conversions, and revenue for clients through targeted technical and marketing solutions.*

## Webmaster, ShopperUK.com

### London, England, March 2005 – August 2009

* **Managed full project lifecycle** for affiliate websites and supporting systems, from requirements gathering and planning through development, deployment, and post-launch optimization.
* **Designed and implemented** technical solutions to support large-scale affiliate marketing operations, ensuring performance, scalability, and compliance with partner requirements.
* **Coordinated cross-functional efforts** between design, content, and technical teams to deliver projects on time and within scope.
* **Enhanced site performance and functionality**, contributing to increased traffic, improved user engagement, and higher affiliate conversion rates.

*Improved site performance, engagement, and affiliate conversions through optimized technical solutions and project execution.*

## Manager of Operations, Choice One OnLine

### Buffalo, NY, May 1999 – March 2005

* **Promoted to lead** all aspects of web development operations, overseeing multiple concurrent projects from proposal through delivery.
* **Developed RFP responses, technical requirements, and project estimates**, aligning proposals with client goals and resource availability.
* **Created and managed** department and project schedules, coordinating the efforts of project managers, designers, developers, and programmers to ensure timely, high-quality delivery.
* **Streamlined workflows and improved cross-team communication**, resulting in more efficient project execution and consistently meeting client expectations.

*Enhanced project delivery efficiency and client satisfaction through process improvements and cross-team coordination.*

# Certifications

## Disney’s Approach to Business Excellence, 2017

Completed an immersive, week-long executive training program at Walt Disney World, focusing on leadership, employee engagement, customer experience, brand loyalty, and innovation. Gained insights into creating a strong organizational culture, delivering exceptional service, and fostering creativity as a competitive advantage.

## Additional Certifications

* Zend PHP Certified Engineer, 2006
* Certified E-Commerce Consultant, 2005
* Master Certificated Internet Webmaster (CIW) Designer, 2003

# Education

## SUNY Brockport

### Nonprofit Management (Advanced Certificate), 2025-Present

## University of Phoenix

### MBA, eBusiness, 2001-2004

Courses include: Managerial Communication, Operations Management, Information Management In Business, E-Business Operations and E-Strategy Formulation And Implementation

## SUNY at Buffalo

### Bachelor’s, Computer Science, 1997-2001