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Engineering Leader: Enterprise E-Commerce at Scale

\$11B+ Annual Online Orders | 40+ Person Engineering Organization | Global Teams Across 6 Countries

Summary

Engineering leader with 25+ years building and running software organizations, currently directing a 40+ person engineering team behind an enterprise e-commerce platform processing \$11B+ in annual online orders. Built and led distributed engineering organizations across North America, Europe, Latin America, and APAC, establishing the DevOps, SAE, and delivery practices those teams still run on. Stays hands-on: author of OpenWOP, an open-source multi-agent orchestration protocol.

Skills

Leadership & Delivery: Engineering org design, technical strategy and roadmapping, budget and vendor ownership, Agile, Scrum, SAE, DevOps, Lean Startup, coaching and mentoring, executive and stakeholder alignment

Cloud & Platform: AWS, GCP, microservices, REST APIs, CI/CD, containerization, observability, automated testing, cloud architecture, security, privacy, PCI compliance

AI: LLM integration, multi-agent orchestration, MCP, AI adoption strategy

Spoken Languages: English and Brazilian Portuguese (fluent)

Professional Experience

Gordon Food Service, Grand Rapids, MI | 40+ engineers, architects, DevOps, QA

IT Manager, E-Commerce, Web, Mobile & Marketing Technology

November 2022 – Present

- Lead the engineering organization behind Gordon Ordering, the enterprise e-commerce platform processing \$11B+ in annual online orders for North America's largest privately held food distributor.
- Direct a cross-functional team of 40+ software engineers, architects, DevOps engineers, QA, and support professionals across web, mobile, search, and marketing technology platforms.
- Own technology strategy for customer-facing digital ordering, meeting security, privacy, and reliability targets under high-volume transaction load.
- Advance CI/CD, automated testing, and observability across platform teams to raise delivery throughput without trading away quality.
- Set roadmap and investment priorities alongside product, business, marketing, security, and risk leadership; own platform budget, vendor selection, and implementation-partner contracts.
- Sustained 100% retention of full-time employees since 2022, coaching engineering leaders and senior individual contributors on technical excellence, psychological safety, and responsible AI adoption.

Our Daily Bread Ministries, Grand Rapids, MI | Global: US, UK, Australia, Brazil, Indonesia, Philippines

Global Senior Director of Software Engineering (promoted from Director of Information Services) 2015 – 2022

- Grew the software and IT organization to 30+ professionals across engineering, infrastructure, business intelligence, and operations, supporting a global organization operating in six countries.
- Implemented SAE across engineering, improving alignment, delivery predictability, and release cadence for all software initiatives.
- Established the organization's first DevOps practice — containerization, CI pipelines, automated deployment, unit testing, and feature toggling — cutting deployment friction and production risk.
- Defined and executed multi-year technology roadmaps spanning web, mobile, content platforms, data, and infrastructure across every market served.

- Owned annual operating and capital budgets for purchasing, staffing, and operations, and founded employee-led communities around engineering excellence, QA, DevOps, Agile, and women in tech.

Director of Web & App Development (promoted from Web Team Manager)

2007 – 2015

- Built and led a global team of engineers and designers delivering mobile apps, web platforms, e-commerce, and digital content distribution.
- Directed automation of online payment processing and payment gateway integration under PCI compliance and data security requirements.
- Drove platform consolidation and modernization that reduced technical debt and operational overhead, and introduced mobile-first UX practice across consumer-facing products.

Earlier Experience

Senior Software Engineer at a Grand Rapids technology start-up; Engineer and Software Developer, Special Projects at an architectural door manufacturer in Caledonia, MI. Built the industry's first customer-facing product configurator, a custom quoting engine for complex configuration and costing, a real-time inventory control system, and CAD/G-code generation for CNC machining.

AI Product & Protocol Work

OpenWOP — Multi-Agent Workflow Orchestration Protocol, Open Source | openwop.dev

Creator and Maintainer

2026 – Present

- Created and published a vendor-neutral protocol for durable multi-agent orchestration. Shipped three SDKs (npm, PyPI, Go), four reference hosts, and a black-box conformance suite; benchmarked against MCP, LangGraph, Temporal, and AWS Step Functions.

MyndHyve | myndhyve.ai

Founder

2025 – Present

- Building an AI-powered canvas orchestration platform where teams build apps, run campaigns, manage content, and orchestrate workflows from a single workspace. Runs OpenWOP as its live production host, proving the protocol on a real product.

InnovationEQ, Leadership Framework

- Framework connecting innovation outcomes to mindset, systems thinking, psychological safety, and empowering behaviors; basis for coaching and training content delivered to leaders and teams.

Speaking

- **Developing Your Personal AI Strategy** — Shoptoberfest 2025, New York City. A seven-level AI adoption framework for individuals and organizations, presented to a commerce audience.
- **Purpose First, AI Second** — EC Group / Faith & Tech Podcast, May 2026. A seven-level framework for assessing AI maturity and building a roadmap from experimentation to foundational model strategy.

Education

Davenport University, Grand Rapids, MI — CIS coursework; 4.0 GPA, President's List

Grand Rapids Community College, Grand Rapids, MI — Associate Degree, Art

Strategic Foresight Foundations — Certification