Russell Terrell

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EDUCATION

Master of Business Administration, University of Tennessee, Knoxville, TN   Graduated Dec 2012
- MBA Leadership and Management Development Certification
- Lean Six Sigma Green Belt Certification
- International Business Study in Santiago, Chile

B.S. in Computer Science, Georgia Southern University, Statesboro, GA   Graduated May 2010
- Minor in Economics

SKILLS

- JavaScript, Java, HTML, CSS, Python, jQuery, System Design
- Android, Linux, Oracle, Windows
- SQL, Database Design, AI/ ML
- UAT, A/B Testing, TDD, Next.js
- MongoDB, AngularJS, Git, SDLC
- GenAI, MCP, Automation, LangChain

- Agile, Product Management, APIs
- Stakeholder Engagement, KPIs
- React.js, Node.js, Express, Expo
- Cross-Functional Leadership, Azure
- TypeScript, AWS, Wireframing
- People Management, Spring MVC
- Agentic AI Systems, Claude Code

- Product Strategy, Figma, FigJam
- JIRA, Azure DevOps, Scikit-Learn
- UI/UX, Prototyping, Balsamiq
- SaaS, Sketch, Agile Scrum Master
- Business Development, Leadership
- Product Design, User Interviews

PROFESSIONAL EXPERIENCES

Senior Manager of Software Engineering   Mar 2025 – Present
Visa, Atlanta, GA
- Managing and leading an 12-person software engineering team within the Commercial Money Movement Solutions Product Development (CMSPD) organization within Visa - driven to build the next generation of fintech applications for Visa's B2B and commercial finance customer base with the goal of scalable and reliable payment transactions globally.
- Overseeing operations and software release of VARM (Visa Accounts Receivable Manager) product and feature set as part of the US engineering management team. Enabling customers to send frequent email, bulk, and API-based transaction requests between financial institutions, fintechs, and merchant businesses to settle payment through virtual card mediums and alternative payment methods.
- Cross-functionally partnering with India-based engineering team and Product to implement and execute innovation strategy for VARM and achieve Visa's long-term corporate objectives.
- People manager and leader - mentoring, coaching, and help guide direct reports' career growth and performance expectations. Also hiring manager - identifying talent and investing in Visa's next generation of engineering professionals.
- Led and championed R & D GenAI and Agentic AI engineering initiatives focused on Visa developer productivity tools, process improvements, UI/UX, and agentic product enhancements using new MCP server creation, Claude SDK, automated workflows, and augmentation of in-production feature sets for VARM.

Senior Engineering Manager   April 2024 – Oct 2024
Shutterfly, Atlanta, GA
- Managed and led a 9-person software engineering remote team focused on building highly immersive and engaging e-commerce software for Shutterfly's on-demand textile manufacturing corporate brand, Spoonflower.
- Owned operations and engineering management impact focused on customer acquisition, increasing revenue through conversion, product innovation, system design and architecture enhancements to drive

shopping experience on the Spoonflower site – effort increased customer payment conversion by 15% for Q2 2024.

- Led engineering effort for new Spoonflower feature for PLUS membership and led re-platforming engineering for new e-commerce product user experiences and system design.
- Established new accessibility and documentations standards of practice for Spoonflower engineering organization.
- Mentored and coached direct reports towards career growth and high-performance standards.
- Collaborated with cross-functional stakeholders in Product Management, Architecture, Senior and Corporate Leadership, DevOps, and QA to execute engineering vision towards customer-focused, value-added results.

Senior Engineering Manager   Oct 2021 – Jan 2023
Microsoft**,** Atlanta, GA

- Managed and led a 15-person high-performance engineering team (scaled from 5 to 15 FTEs) across 3 US locations for M365 and Office.com. Hiring manager for organization and team within Microsoft.
- Led launch of 20+ Office.com M365 Azure services, managed engineering operations for M365 Office Product Group team with respect to OKRs and KPIs developed against product roadmap and strategy.
- Mentored and coached direct reports in 1:1s in terms of career planning, building collaborative vision.
- Established Atlanta engineering environment for organization, scaled team culture and infrastructure for 30+ engineering talent from entry to senior level.
- Collaborated cross-functionally with Microsoft stakeholders to reach launch goals - Product Management, Product Design, and System Architecture. Led cloud service health improvements and operations.
- Oversaw product launches and process improvements for Office and M365 services. Represented team within organization for engineering strategy, risk mitigation, and internal Microsoft partnerships.
- Contributed to hands-on Azure software engineering and system architecture design decisions to encompass technical investments and automation enhancements (including AI and Machine Learning).

Software Engineering Associate Manager   June 2020 – Oct 2021
Lockheed Martin**,** Herndon, VA

- Led hands-on software releases across 6 specialized software engineering teams for space system web and desktop data analysis tools using React.js, C#, Azure DevOps, Docker.
- Managed, provided technical mentorship for 14 direct software engineering reports. Hiring manager to identify new engineering talent for team.
- Provided end-to-end product and engineering leadership using KPIs to meet $25M budget and milestones. Improved processes for $1.3M annual savings. Mitigated risk in software tasks through new features development.

Software Engineer - UI/UX Lead, Scrum Master   Dec 2017 – June 2020
Novetta**,** McLean, VA

- Spearheaded and implemented UI/UX efforts for B2B MVPs (Minimum Viable Products) using React.js, Node.js, AWS. Cross-functional leadership as Agile Scrum Master, overseeing 3 UI/UX teams (12 people). Defined engineering process improvement impact and established product roadmap towards value-add results.

Product Manager (Deputy Technical Lead)   Dec 2016 – June 2017
Schafer Corporation**,** Arlington, VA

- Led product management and strategy efforts, launching new technical drone hardware and software concepts through subject matter analysis to prototype phase for private R&D client.

Senior Software Engineer   Aug 2012 – Dec 2016
Booz Allen Hamilton, Herndon, VA

- Impactful engineering in various R&D development efforts, scrum master for geospatial web and desktop applications, provided cross-functional leadership, and shaped product vision towards KPIs. Increased engineering and design productivity by 95% as UI/UX lead. Used JavaScript, jQuery, Bootstrap, and MEAN technical stack for 4,000+ users. Prototyped web apps and MVPs from conception to GTM launch.

Software Engineer   Nov 2010 – June 2012
Siemens Industry, Johnson City, TN
- Engineered industrial firmware software tools using C#, C++, and C++/CLI for internal teams. Supported 40+ B2B engineering stakeholders in China, Germany, and US. Designed new product features for S7 PLC firmware.

Junior Solutions Developer   July 2009 – May 2010
Morris Technology, Statesboro, GA
- Developed web platform for local news and media organizations to create content using Python, Django, HTML, CSS, and JavaScript. Analyzed web traffic metrics to set data-driven goals for 5,000+ daily active users ages 20 to 54+ across key regional US markets. Tested content platform and validated new UX enhancements through A/B tests.

OTHER RELATED EXPERIENCES

Freelance Product Designer and Product Manager   May 2022 – Nov 2022
JET-M (Conceptual MVP Project)
- Product Designer, Product Manager, and advisor for client's mental health research project using AI and psychology-based approaches to prevent PTSD and other disorders. MVP guides users to resources and emergency responses for mental health.

Founder, Hobbyist, and Product Manager   April 2017 – Present
Skybot Labs, Inc.**,** McDonough, GA
- Founder, Product Manager, and inventor of 4-person startup team drone hardware and software racing products from concept to launch and flight. Built strategic partnerships, managed roadmap, and operations. Defined business model, vision, and strategies for product, manufacturing, R&D, and growth.

Product Manager   Mar 2017 – May 2017
Glut (Product Discovery, Case Study, and MVP)
- Created AI food recommendation MVP called Glut. Conducted 200+ user interviews, created 4 personas for product-market fit, and validated Glut's solution for diet, budget, lifestyle-based food finding.

CERTIFICATIONS

Product Management, General Assembly – Washington D.C.   Received May 2017
Lean Six Sigma Green Belt, University of Tennessee**,** Knoxville, TN   Received Dec 2012

CLEARANCE AUTHORIZATIONS

TS/SCI with CI-Poly Clearance Holder   (last used January 2023)