

Russell Terrell

Atlanta, GA • russ134@gmail.com • (404) 921-4995

<https://www.linkedin.com/in/russ134> • <https://www.russellaterrell.com>

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

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| • JavaScript, Java, HTML, CSS, Python, jQuery, System Design | • Agile, Product Management, APIs | • Product Strategy, Figma, FigJam |
| • Android, Linux, Oracle, Windows | • Stakeholder Engagement, KPIs | • JIRA, Azure DevOps, Scikit-Learn |
| • SQL, Database Design, AI/ ML | • React.js, Node.js, Express, Expo | • UI/UX, Prototyping, Balsamiq |
| • UAT, A/B Testing, TDD, Next.js | • Cross-Functional Leadership, Azure | • SaaS, Sketch, Agile Scrum Master |
| • MongoDB, AngularJS, Git, SDLC | • TypeScript, AWS, Wireframing | • Business Development, Leadership |
| • GenAI, MCP, Autonomous Systems | • People Management, Spring MVC | • Product Design, User Interviews |
| | • Agentic AI Systems, Claude Code | • UAS/ UAV, LangChain |

PROFESSIONAL EXPERIENCES

Senior Manager, Software Engineering

Mar 2025 – Present

Visa, Atlanta, GA

- Managed and led a 20+ person software engineering team within Visa's Commercial Money Movement Solutions Product Development (CMSPD) group, building next-generation B2B acceptance and commercial finance applications for scalable, reliable global payment processing.
- Owned engineering operations for VARM (Visa Accounts Receivable Manager) product — settling \$100M+ in payments per customer via virtual card via email, bulk, and API-based transactions.
- Partnered with India-based engineering and product leadership teams to define and execute VARM's innovation and AI roadmap in support of Visa's long-term corporate objectives.
- Managed direct reports through career development and performance cycles; served as hiring manager, building the team's next generation of engineering talent.
- Championed GenAI and agentic AI R&D across developer productivity tooling, process automation, UI/UX, and token management creating a 80% increase in developer productivity overall — shipping MCP servers, Claude SDK integrations, and Agentic workflows into VARM's production features.
- Incubated two 0→1 AI products: a cross-border FX and global corridor transaction forecaster combining ML recommendations, localization, and UI to model transaction flows against economic conditions; and a knowledge-graph discovery tool turning repositories, wikis, and internal metadata into an interactive "second brain" for engineers.

Senior Engineering Manager

April 2024 – Oct 2024

Shutterfly, Atlanta, GA

- Managed, led, and people manager of 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 and launch for PLUS membership feature for boosting luxury user traffic by 25% and led re-platforming engineering effort using Next.js, AWS, Terraform, TypeScript, and GraphQL.
- Collaborated cross-functionally with 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.

PROJECTS/ OTHER EXPERIENCES

Founder/ Product Manager

April 2017 – Present

Skybot Labs, Inc., McDonough, GA

- Founder, Product Manager, and inventor of 4-person startup team drone (UAS) hardware and software racing products from concept to launch and flight with Part 107 FAA compliance. 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

- **Claude Certified Architect Foundations** (In Progress)
- **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)