

Russell Terrell

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SKILLS

Engineering Leadership · Team Building · People Management · Cross-Functional Leadership · Hiring & Talent Development · Performance Management · Stakeholder Engagement · OKRs & KPIs · Agile / Scrum · Product Strategy · Product Management · Roadmap Planning · A/B Testing & Experimentation · System Design · Distributed Systems · Microservices · Cloud-Native Architecture · AI-Native Engineering · Agentic AI Systems · GenAI · LLMs · MCP · LangChain · LangGraph · Claude SDK · Claude Code · Autonomous Systems · JavaScript · TypeScript · Python · Java · React.js · React Native · Next.js · Node.js · Angular · Express · Spring MVC · GraphQL · HTML · CSS · SQL · AWS · Azure · Kubernetes · Docker · Azure DevOps · Git · SDLC · Scikit-Learn · MongoDB · Oracle · APIs · SaaS · UI/UX · Figma · Prototyping · Product Design · User Interviews · JIRA · Confluence · Lean Six Sigma

PROFESSIONAL EXPERIENCES

Senior Manager, Software Engineering

Mar 2025 – Present

Visa, Atlanta, GA

- Managed and led a 20+ person software engineering team and hiring manager 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 for email, bulk, and API-based transactions using Java, Spring, Python, Kubernetes, Angular, AWS, Microservices, and Claude. Partnered with India-based teams to implement VARM's innovation and AI roadmap in support of Visa's long-term corporate objectives.
- Built and deployed GenAI and agentic R&D across developer productivity tooling, process automation, UI/UX, and token management creating an 80% increase in developer productivity overall — shipping MCP servers, Claude SDK integrations, and Agentic workflows into VARM's production features.
- Incubated and deployed 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 engineering and product.

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 products for Shutterfly's on-demand textile manufacturing corporate brand, Spoonflower.
- Drove engineering impact focused on customer acquisition, conversion rate, product design, architecture enhancements for shopping experiences on the Spoonflower site – effort increased revenue by 15% for Q2 2024. Led engineering 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.

Senior Engineering Manager

Oct 2021 – Jan 2023

Microsoft, Atlanta, GA

- Managed, mentored, led and hiring manager for a 15-person high-performance engineering team (scaled from 5 to 15 FTEs) across 3 US locations for M365 and Office.com. Represented team within organization for engineering strategy, risk mitigation, and internal Microsoft partnerships.
- Led launch of 20+ Office.com and M365 Azure services, managed engineering operations for M365 Office Product Group team with respect to OKRs and KPIs developed against product roadmap and strategy.
- Established Atlanta engineering environment for organization, scaled team culture and infrastructure for 30+ engineering talent from entry to senior level. Led cloud service health improvements and operations.

- Collaborated cross-functionally with Microsoft stakeholders to reach launch goals with Product Management, Product Design, and System Architecture Azure teams – encompassing strategy, technical investments, and automation enhancements (including AI, Agentic Systems, 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. Provided metrics using KPIs to meet \$25M budget and milestones.
- Managed, provided technical mentorship for 14 direct software engineering reports. Hiring manager to identify and bring on new engineering talent for team.

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

- Implemented engineering in various R&D client products and scrum master for geospatial web and desktop applications, and cross-functional leadership Increased engineering and design productivity by 95% as UI/UX lead. Used JavaScript, jQuery, Bootstrap, and MEAN technical stack to support 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.

EDUCATION

Master of Business Administration, University of Tennessee, Knoxville, TN

Graduated 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 2010

- Minor in Economics

PROJECTS/ OTHER EXPERIENCES

Founder/ Product Manager

April 2017 – Present

Skybot Labs, Inc., McDonough, GA

- Designed and built drone (UAV) 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 across product, manufacturing, R&D, and growth.

Product Manager

Mar 2017 – May 2017

Glut (Product Discovery, Case Study, and MVP)

- Created AI food discovery MVP called Glut. Conducted 200+ user interviews, created 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