RJ Lindelof
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Executive Technology Leader Driving Scalable Growth with Product-Led SaaS

Executive technology leader with 20+ years of experience scaling SaaS platforms and leading global engineering teams in regulated industries. A trusted C-suite partner who translates business strategy into execution, accelerating product delivery, transforming infrastructure, and building high-performance cultures.

Professional Experience

Senior Director of Software Engineering | GlobalMed | Scottsdale, AZ (Remote) *2024 – 2025*
- Directed globally distributed teams through a process overhaul, implementing an Agile framework that enhanced alignment and reduced product rework by 20%.
- Drove the technical transformation of core SaaS platforms using .NET 8, a strategic initiative that eliminated 65% of existing technical debt and boosted maintainability.
- Spearheaded end-to-end AI strategy, from build/buy/partner analysis to launching responsible AI features (e.g., triage, ambient listening) to streamline care workflows.
- Partnered with the vCISO to lead a security overhaul, remediating 95% of critical vulnerabilities to ensure continuous HIPAA, SOC 2, and ISO 27001 compliance.

Senior Director of Software Engineering | Successware | Columbia, MD (Remote) *2021 – 2024*
- Scaled global engineering by 80% while leading a full-stack replatforming of a legacy desktop AWS.
- Achieved <1 sec response times for 10k+ users and delivered 99.95% SLA optimizing service orchestration,
- Decreased QA effort by 30% through AI-based automation, reduced non-production regressions by 45%.
- Unified engineering teams to streamline development pipelines, strengthen feature interoperability.
- Introduced observability tooling, resulting in quicker diagnostics and performance tuning across the platform.

Head of Software Engineering | Ruffalo Noel Levitz | Cedar Rapids, IA (Remote) *2019 – 2021*
- Upgraded core technologies, reducing technical debt by 25%.
- Modernized UI with Bootstrap, reducing browser-related support tickets by 85%.
- Optimized CI/CD & system monitoring, cutting production failures by 40%.
- Reduced operational costs by 30%, replacing legacy communication systems.

Additional Leadership Roles
- **Head of Software Engineering | Debt Pay Pro | Schaumburg, IL (Hybrid)** *2018 – 2019*
- Led AWS migration, unified cross-functional teams, and reduced time-to-market by 90%.
- **Head of Accelerated Solutions Group | Follett School Solutions | McHenry, IL (Hybrid)** *2012 – 2018*
- Founded an internal R&D startup, championed CI/CD adoption, and led Agile transformation.
- **Senior Software Engineering Manager | Follett Learning | McHenry, IL (Hybrid)** *2006 – 2012*
- Led a team of 22 senior developers, scaling operations, integrating platforms, and optimizing CI/CD pipelines.

Education
- Columbia College Chicago - Bachelor of Science, Computer Science
- Mchenry County College - Associate of Science, Computer Science

Contributions & Advisory Roles

Industry Advisor, Lake County Technology Campus

Advising on curriculum development and strategic initiatives to align technology education with industry needs.

Principal Technology Advisor, Car-Dun-Al Training

Providing strategic oversight and guidance for all club technology initiatives.

Speaker & Sponsor, Software Craftsmanship McHenry County

Supporting local engineering talent through talks, sponsorship, and community engagement.

Co-Author & Lead Reviewer, Responsive Web Design with jQuery

Contributed content and led technical review for a published industry book (ISBN 9781782163602)