Chase Putnam

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Summary

Highly accomplished Engineering Leader with 16+ years of experience driving vision, strategy, and operational excellence in large-scale cloud infrastructure and services. Proven track record in setting business strategies, ensuring security and compliance, and fostering growth for engineering teams. Extensive experience at Appian, from Cloud Engineer to Technical Delivery Manager and APJ Regional Lead, demonstrates deep expertise in cloud platform development and operations.

Key Skills

- **Strategic Vision and Leadership:** Over 16 years of experience in defining vision and strategy for cloud infrastructure to grow Appian Cloud from self-managed on RackSpace to fully integrated and Cloud Native within AWS. Successfully set strategic goals to align Appian Cloud with connectivity and integration offerings, securing executive leadership alignment.
- **Operational Excellence:** Drive operational excellence, apply security and regulatory compliance practices, and assure strategic and tactical successes. Lead efforts to unify capacity and incident tracking metrics across Engineering SBUs for executive leadership.
- **Team Management and Development:** People Manager for multiple Software Engineers, conducting performance evaluations, goal setting, and career mentorship. Hiring manager for APJ Appian Engineering teams (Managers and Engineers). Championed initiatives to improve communication and onboarding resources for new hires across the organization. Created 'Emerging Leaders' and 'Appian MBA' programs for leadership development across the organization.
- **Technical Expertise and Innovation:** Deep knowledge of Appian Low Code Platform and its backing Cloud Native automations. Expertise in various current technologies and tools, including: AWS, GCP, Java, Python, Golang, Terraform, Ansible, Kubernetes, and Cloud First implementations. Led efforts for significant technical migrations and implementations impacting Appian Cloud's entire customer base, such as the CentOS7 to AL2 migration, saving Appian an estimated ~$110,000 USD per month (~$6.8 million USD over 5 years).
- **Cross-Organizational Collaboration:** Consistently drive decisions and outcomes involving cross-organizational initiatives, aligning technical roadmaps to business goals. Championed improvements in cross-Engineering and Support organization communications leading to more swift engagement of Appian Engineering resources to customer incidents and lowering MttR (Mean time to Remediation) metrics across the organization.
- **Regional Leadership:** Served as APJ Regional Leader for AppianRISE and AppianAbility groups, demonstrating leadership in professional development and inclusivity initiatives.

Professional Experience

APJ Regional Lead - Technical Delivery Manager of Software Development   *April 2022 - Present*
Appian - Sydney, AUS

- Serve as Engineering regional leader for Platform Engineering SBU teams across APJ in Sydney and Chennai.
- Establish strategic objectives to align Appian Cloud with contemporary connectivity and integration offerings, necessitating stakeholder alignment among executive and senior leadership predominantly based in the United States, while operating from Australia.
- Conduct scope and requirement consultations with Product Managers to harmonize client needs with broader organizational goals and strategic imperatives regarding connectivity and integration offerings. Subsequently, established specialized teams with defined focus, responsibility, and technical expertise to ensure consistent impact delivery.
- Serve as People Manager for multiple Software Engineers across teams, overseeing performance evaluations, proactive and actionable goal setting, accountability, continuous improvement initiatives, and providing technical and career mentorship.
- Act as Hiring Manager for APJ Appian Engineering teams, conducting numerous phone screens and third-round interviews for Software Engineering and Management roles.

- Strategically align delivery roadmaps across teams, from Product Managers to executive leadership, to ensure coherence between business objectives, OKRs, customer requirements, and technological advancements.
- Led a team based in the United States from Australia between early 2021 and 2023, while simultaneously managing engineers in Australia, consistently receiving high ratings across reporting lines and from cross-team and cross-organizational stakeholders in all quarterly feedback cycles.
- Spearheaded efforts to consolidate capacity and incident tracking metrics across Appian Engineering SBUs, facilitating a unified overview of organizational impact and efficiency for executive leadership.
- Championed with Principle Engineers and Architects within the organization to create and gain adoption of the Architecture Decision Record process to enhance decision making across teams and squads and to allow for an archive of past decisions and reasons for future reference.
- Championed initiatives to enhance onboarding for new Software Engineers and Engineering Managers through expanded focus and content on areas beyond technical subjects, including soft skills, time management, and career planning.
- Developed a handbook aimed at accelerating the success of new Software Engineers early in their careers, emphasizing actionable enhancements to soft skills in addition to technical competencies. This handbook forms a core component of the onboarding curriculum and is utilized for all new Software Engineer hires at Appian (cdputnam.com - Successful Software Engineers - Part 1).
  - To reinforce the value and impact of the handbook content, also developed a process and resources for Engineering Managers to integrate the handbook content into 1-on-1 meetings, facilitating rapport building and professional development for new managers and engineers.
- Directed efforts to ensure seamless migration of customer VPN and PrivateLink connectivity integrations to the next-generation Appian Cloud platform. This enables successful client site migrations without requiring configuration alterations and introduces access to offerings only available in the next-generation cloud.
- Led the initiative to develop services and automations to support IPSec VPN connectivity within the next-generation Appian Cloud platform.
- Tactically aligned executive leadership on the decision to migrate all Appian Cloud infrastructure from CentOS7 to Amazon Linux 2 in-house, resulting in an estimated savings of $110,000 USD per month (approximately $6.8 million USD over five years of anticipated support coverage) in third-party security patching and support services.
  - Successfully led and delivered fully tested services on AL2 across 32 infrastructure server types and Appian LCP hosting topologies, leading a specialized team of four to provide migration-ready implementations within five months; followed by a successful rollout utilizing cross-organization planning and accountability with the CIO and Solution Engineering orgs to complete rollout across all of Appian Cloud over four months, concluding three months early before CentOS7 EOL deadlines.
- Led a team to implement a complete in-house Email infrastructure and automated service within the next-generation Appian Cloud, with direct integration to the Appian LCP platform, adhering to all security and regulatory compliance requirements upon release (Appian Cloud Compliance Certifications). Implemented fully integrated support within the Appian LCP Admin Console for DKIM message signing configuration, as well as standard DMARC and SPF security integration.

Senior Software Engineer
Apr 2014 - Apr 2022
Appian - Sydney, AUS

- Led the upgrade of the entire Appian LCP platform services from javax to Jakarta libraries, enabling Java 17 compatibility and customer-configurable DKIM message signing.
- Developed processes and tools for detecting and updating custom plugins on the Appian App Market to support Jakarta libraries.
- Created Gradle build resources to streamline custom plugin development, compilation, and maintenance.
- Advocated for and established a Plugin Management team within Appian Engineering, improving support, security scanning, and upgrade compatibility for App Market and customer-created plugins.
- Established the technical direction for the new Plugin Management team in the Appian Chennai office, setting communication standards for cross-region collaboration.
- Contributed to developing foundational models and guardrails for declarative configurations of Appian Cloud services for integration with the next-generation observability layer.
- Led a U.S.-based team to automate customer-owned custom domain TLS certificate configurations for Appian Cloud LCP sites.

- Created a customer TLS certificate validation service to ensure certificate chain validity for custom domain URLs.
- Developed application integrations for proactive notification of certificate expiration to Solution Engineering teams.
- Implemented application integrations for automated deployment and deletion of TLS certificates.
- Contributed to the development of an in-house Global Load Balancing layer for efficient static content delivery to Appian Cloud users globally.
- Championed and gained alignment from executive leadership to create an internal Appian Business Applications group within the CIO organization to specialize and focus on internal uses of the Appian platform to expand dogfooding and internal use of the Platform as well as provide a catalyst for the creation of additional out-of-the-box integrations and connectors.
  - Created the procedures, Software Development Life Cycle policies, and group scaffolding to ensure the new group was successful in taking on these new initiatives.
- Led initiatives to align AUS based Solution Engineering support teams with US counterparts and to create a set of policies and procedures to improve cross-regional communication and improve incident response and coverage.

Cloud Engineer
Dec 2012 - Apr 2014

Appian - Reston, Virginia, US

- Analyzed, developed, and administered critical Appian Cloud infrastructure and monitoring systems. Created customized processes and systems for internal workflows, system monitoring, and public-facing sites. Identified and analyzed infrastructure areas for efficiency improvements, developing automated methodologies. Troubleshot and debugged infrastructure and customer cloud instance errors. Developed and maintained internal monitoring and testing tools using the Appian software product. Automated testing, installations, and implementations within the cloud environment for customer use. Maintained and augmented internal documentation and procedures for Appian Cloud and Solution Engineering teams. Managed and trained team members on technical practices, new technologies, internal processes, and communication skills.
- Technical proficiencies include: CentOS/RHEL, Appian Application Platform, Amazon Web Services cloud infrastructure, Appian platform app development, Appian platform plugin development, HTML/CSS, JavaScript, Java, Ruby, Scala, Kotlin, C#, Python, Perl, Bash, MySQL, Oracle, MS SQL, JBoss, Ant, Spring Security, and Web Services.

Software Developer/Analyst
Aug 2009 - Dec 2012

CGI Federal - Fairfax, Virginia, USA

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- Technical proficiencies include: CentOS/RHEL, Appian Application Platform, Amazon Web Services cloud infrastructure, Appian platform app development, Appian platform plugin development, HTML/CSS, JavaScript, Java, Ruby, Scala, Kotlin, C#, Python, Perl, Bash, MySQL, Oracle, MS SQL, JBoss, Ant, Spring Security, and Web Services.

Education

Bachelor of Science, Information Technology and Computer Science   *May 2009*

Rochester Institute of Technology - Rochester, New York, USA

Technical Skills

- Technologies and Tools: Java, Python, Golang, Terraform, Ansible, Pulumi, Linux (Debian and Fedora based distros), Linux kernel implementations, Linux networking stack, ChatGPT APIs, Anthropic APIs, Google Gemini

APIs, MCP, Maven, Gradle, Netty, Flask, Elasticsearch, Kafka, Tomcat, Apache web server, IPSec VPN protocol, BGP protocol, AWS, GCP, Kubernetes, Docker, Kubernetes Operators, and more.
- AWS specific services: EC2, EBS, S3, IAM, Lambda functions, API Gateway, ALB, NLB, Route53, Certificate Manager, KMS, SSM, EKS, Karpenter, SNS, SQS, Secrets Manager, Athena, DynamoDB, Sagemaker, BedRock, Amazon Q, and many more.
- Appian: SAIL, UX modeler, Process Modeling, Integrations, Connected Systems, Custom plugin development, Custom function development, Platform installation and administration, application best practices

Career Development and Mentorship Skills

- Provide advanced career mentorship to managers and software engineers across the Appian Engineering organization globally.
- Successfully direct decisions and outcomes for complex, cross-organizational and intra-organizational initiatives, aligning technical roadmaps with strategic business goals, Objectives and Key Results (OKRs), and client needs.
- Initiated and led strategic improvements to cross-functional communication between Engineering and Support organizations by standardizing policies and procedures for support case and JIRA ticket creation, harmonizing fields across projects, and implementing Google Chat bots to integrate communication within chat threads into JIRA tickets, thereby enhancing capacity tracking and operational efficiency within Support and Engineering Small Business Units (SBUs).
- Directed continuous improvement and education efforts within the Appian Engineering Education committee by expanding resources and ease of access. (Ex: By evaluating training providers and advocating for the procurement of Pluralsight.)
- Serve as the APJ regional leader of the AppianRISE professional skills growth and development affinity group. Developed curriculum, presentations, and discussion forums for Appian employees across all departments and experience levels to facilitate career development and achievement of professional goals.
- Lead the APJ regional operations of the AppianAbility awareness and advocacy affinity group. Established communication schedules and advocacy events to foster a culture of inclusivity across the organization.