

Glenn Keighley

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WORK EXPERIENCE

NEXTNOW.AI AI CONSULTANT

04/2025 - PRESENT

Transforming Business Operations for clients in BioTechnology, Media and Finance through intelligent bespoke AI solutions. Details can be found at <https://nextnow.ai/>

- **Business Management Solutions:** SOP Management, Engineering Documentation Assistant, Grant Writing Assistant, Legal Documentation Analysis, HR Policy Generation, Product Documentation Assistant, Supply Chain Optimization
- **Content Management & Monetization Solutions:** Video Content Summarization, Training Video Generation, Medical Research Synthesis, Course Curriculum Generation, Social Media Strategy Creation
- **Market Expansion Solutions:** Sentiment Analysis, Competitive Intelligence, Regulatory Compliance Monitoring, Real Estate Market Evaluation
- **Sales & Support Solutions:** RFP Completion, Service & Support Automation, Sales Efficiency Management, Crisis Communications Management

EVOLV TECHNOLOGIES [NASDAQ: EVLV] VICE PRESIDENT OF PRODUCT ENGINEERING

02/2024 - 02/2025

Reporting to Chief Product Officer I lead Artificial Intelligence, Marketplace & Digital Product initiatives to diversify Evolv's Enterprise product portfolio

- **AI-Driven Operational Efficiency:** Designed and deployed internal AI tools that significantly reduced operational costs in training (80% improvement) & support (35% reduction in Mean Time to Resolution of field tickets.)
- **Evolv Marketplace Initiative:** Spearheaded the development of an integrated platform to support third-party product integrations atop the Evolv Data Platform, creating a new revenue stream through third-party solutions and partnerships.
- **Accelerated the product development lifecycle** within 6 months, moving from twice-yearly releases to continuous delivery of software releases
- **Executed a comprehensive redesign of the Evolv Customer Portal** within 6 months, prioritizing the integration of advanced physical security products (X-Ray, Visual Gun Detection), enhancing user engagement and satisfaction.
- **Identified \$2.6m in potential business cost savings** within 9 months and defined projects to realize these improvements including the definition of a Master Data Management strategy for primary business entities

PATIENTPOINT [PE-BACKED] EXECUTIVE VICE PRESIDENT OF ENGINEERING

03/2021 - 02/2024

Outcome Health merged with PatientPoint. I led an organization of 130 staff with responsibility for Software Development, Business Systems, QA & Technical Product Management functions. My teams ran the largest private ad-supported digital signage network in the world.

- **Led the digital transformation and merger of PatientPoint's and Outcome Health's technical architectures.** Developed architectural strategy to build the 'Unified Operating Platform' to enable scaling of the business on common infrastructure. This automated 70% of core business processes & **reduced Opex by 50% in the first 3 years.** It was implemented as an event-driven architecture on AWS connecting Java microservices to CRM, MDM, Inventory & CMS Systems
- Established globally distributed teams through global offshore, nearshore + US-local resourcing to manage budget and arbitrage cost enabling a \$1.5m savings in development cost
- **Established a high-performing team culture within 24 months**, leveraging Edgar Schein's research to define clear behavioral principles and goals coupled with a focus on performance management adherent to published role competencies & standards
- Instituted 'API first' initiative in the Software organization to promote system decoupling, testability, external vendor interoperability and improved feature development velocity. This directly accelerated the innovation of novel clinical applications including 'PatientPoint Focus' for practice check in.
- **Reduced interactive application development costs by 33%** through the implementation of a hybrid mobile cross-platform (Kotlin, Angular, SignageOS) architecture to support interactive signage use cases
- **Saved \$0.9m in annual vendor spend** through the development of a proprietary AWS-IOT-based Mobile Device Management solution to manage 200k connected devices (running Android, Linux, Windows) in the field. Improved quality of device telemetry, enhanced device network analytics
- **Executed a successful CRM/ERP migration to Salesforce within 9 months**, overcoming 5 years of challenges, leading to a 23% reduction in operational costs for support & field teams.
- Consolidated Data & Analytics Reporting Architecture for the merged company (Tableau, TreasureData, FiveTran, Astronomer, Snowflake, Kafka) to drive audit compliance and **improve ad delivery margins by 20%.** Created predictive analytics initiative to forecast device network availability
- Created and recruited the Technical Product Management function to drive cross-functional alignment and **improved product delivery efficiency by 40%**
- **Enhanced delivery predictability by 30%** within 6 months through the implementation of Scrum & SAFe methodologies, fostering a culture of agile excellence while adapting engineering organizational design to favor full stack teams over functional alignment

- **Partnered with Product leadership** in defining product strategies & go-to-market strategy. Built trust among executive stakeholders to communicate the interrelationships between technical and product initiatives to the business. Established success criteria for product launches.
- Built & maintained the Technical Product Roadmap, aligned to business objectives & adjusted quarterly to adapt to emergent priorities. Presented technology vision to Media Buyers, Agency and Life Science Advertising Customers to support 30% YOY revenue growth.
- Trusted advisor to C-Suite & senior stakeholders providing quarterly readouts to report on the business impact of technology deliverables and program management status, schedule tracking & budget adherence of active projects. Accountable for budget and resource planning, resource allocation and cost optimization within the Software Engineering department
- **Informed PatientPoint's M&A strategy** through the evaluation of target companies' architecture, code quality, compliance, culture and intellectual property

OUTCOME HEALTH [SERIES C -> PE BACKED] VICE PRESIDENT OF PRODUCTS & SOFTWARE

03/2017 - 03/2021

Reporting to the CEO I led end-to-end oversight of Software Development, QA, Product Management, User Experience, Hardware Product Management, Supply Chain, Media/Content, and PMO functions through the resurrection of Outcome Health.

- Collaborated with C-suite to establish critical business priorities: Terminated investment in superfluous product development to prioritize automation of business processes through new internal tooling & solution licenses, reducing operating costs & business risk.
- **Defended \$60m in advertising revenue** through enhancements in the core advertising platform reliability and compliance with 3rd Party auditing of ad delivery through a re-architected analytics data platform. Deployed additional 'Proof of Play' systems & automated diagnostic tools that **improved network availability by 14%**.
- **Increased interactive product engagement by 42%** by leading a comprehensive interactive Android application redesign focused on user experience.
- Over an 18 month period executed a comprehensive **migration to a modern tech stack**, transitioning to Java Microservices and React/AngularJS front end, enabling horizontal scalability.
- Established engineering best practices & drove operational excellence. Managed to KPIs for application stability, development efficiency & product engagement. Promoted adoption of modern DevOps & continuous improvement practices (DORA metrics) reducing deployment times and improving system monitoring/reliability. (Jenkins, Artifactory, Docker). Introduced coding standards with linting validation in build pipelines
- **Rebuilt entire product and engineering team in 18 months.** Built high-performing team, scaled to 50+ utilizing FTE, contract & nearshore resources
- **Improved staff retention by 80%** after two years through formalizing roles, leveling, career progression & mentorship across functions of responsibility.
- Sunset internally developed Ruby Monoliths to store & distribute device content in favor of external vendor solutions (Broadsign, Bynder). Developed content workflow & deployment pipelines **reducing content operating costs by 30%** and removing \$60m in ad delivery risk
- Established production Incident Management process with associated tooling, protocols and formal 'Correction of Error' post mortem process to remediate Sev0/Sev1 issues and improve system resilience

ATHENAHEALTH [NASDAQ: ATHN] DIRECTOR OF ENGINEERING

06/2015 - 01/2017

Led key initiatives to transform AthenaHealth into a scalable medical platform company

- Directed the development of the AthenaHealth SaaS Platform, a cloud migration to AWS. Developed roadmaps, execution strategy & led project delivery.
- Restructured teams of 140+ engineers, establishing OKRs and KPIs & implemented modern development practices to improve delivery and software quality.
- Reduced mobile R&D costs by 40% through migration to Xamarin+Swift/Kotlin native development for iOS/Android
- Resourced an Artificial Intelligence project to model clinical reference data through a semantic graph database (Neo4j using GraphQL). Resulting solution patented as 'Semantic Network for Active Clinical Knowledge'.

ASA [BOOSTRAPPED STARTUP] FOUNDER

07/2013 - 12/2015

AsA released the first approved iOS Application for Broadcom Rally's agile project management solution. I led the development, marketing, release and support of the product with the support of a variety of contracted external resources

FIRSTRAIN [SERIES C STARTUP] SENIOR DIRECTOR OF ENGINEERING

10/2013 - 06/2015

FirstRain uses ML models to provide AI-curated news intelligence to Sales teams targeting Fortune 500 companies.

- Delivered mobile-native implementations of FirstRain's solution within the first 6 months across iOS, Android & Windows Mobile
- Created a new content API as product for FirstRain's Enterprise customers, growing revenue by 12%.
- Rebuilt FirstRain's customer onboarding process, contributing 25% reduction in Customer Support costs.

ICIX [SERIES B STARTUP] DIRECTOR OF ENGINEERING

05/2012 - 07/2013

Icix ensures supply chain compliance through document workflow management for the largest international retailers in the world. I reported to the CTO with responsibility for Mobile, QA & Enterprise customer projects.

- Led the Feature Development and Product Services teams (*India, California*) releasing new features on mobile (iOS) and web (ASP, WCS .NET) to meet the needs of large institutional customers (*Walmart, JC Penney*).
- Improved QA efficiency through adoption of open source automation technologies, standardized test case and defect life cycle management.

EPOCRATES [NASDAQ: EPOC]
ENGINEER/MANAGER/DIRECTOR, SOFTWARE DEVELOPMENT

06/2006 - 05/2012

8th Employee in an early stage (garage/seed) startup that became Epocrates. Reporting to the VP Engineering I developed Clinical Decision Support and EHR Software for Mobile and Web platforms

- Developed & released first iPhone medical application, demonstrating it at the 2008 iOS SDK launch alongside Steve Jobs
- Created the Epocrates Electronic Health Record System (EHR) system for iOS & Web which was sold to Kareo & released as their EHR solution.
- Spearheaded engineering adoption of agile methodologies, developing clinical products across multiple platforms with teams in multiple geographies.

EDUCATION
BSC (HONS) IN COMPUTER SCIENCE
UNIVERSITY OF DURHAM

DURHAM, UK

SKILLS		
Software Development & Technology	Product & Program Management	Leadership & Strategy
• Cloud Infrastructure • Compliance • Containerized Deployments (Docker/ Kubernetes) • DevOps practices (CI/CD, IaC) • Quality Assurance / Automation • R&D • Software Development • Systems Architecture • Technology Vision & Roadmap Development	• Agile Transformation • B2B Enterprise SAAS products • Business Goals & Prioritization • Change Management • Management to Business KPIs • Product Management • Project/Program Management • Scaling Processes • Software Development Life Cycle • Stakeholder Management	• Coaching & Mentoring • Communication • Compliance & Security • Engineering Management • Executive Leadership • Negotiation • Organizational/Digital Transformation • Startups • Strategic Direction (OKR/OGSM) • Team Building • Vendor Contracts/Management