

Phillip Dunham

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Engineering leader with 20+ years of experience building and scaling high-performing teams and mission-critical platforms. Proven track record of improving operational excellence, driving reliability from high-incident systems to near-zero, and delivering complex products at scale—from early startups to global enterprises like Amazon and Groupon.

Known for hands-on technical leadership, cloud and platform modernization, and aligning engineering execution with business outcomes such as growth, retention, and customer trust.

EXPERIENCE

Narvar (Series D post-purchase software) Director of Engineering

Jan 2023 - Present

- Led a team of 12 engineers on Narvar's Returns platform, enhancing operational efficiencies and driving feature development for retailer customers. Reduced weekly incident rate from a dozen to near zero.
- Spearheaded the successful migration from Amazon Web Services to Google Cloud Platform, improving system performance and scalability.
- Executed technical improvements to close new clients and prevent churn. Moved bug and enhancement closed to opened ratio from negative to positive.

MasonHub (Series A 3PL), Director of Client Engineering

Aug 2021 - Dec 2022

- Led a team of 20 engineers, enhancing operational efficiencies by implementing Agile processes and Jira, resulting in productivity improvements.
- Directed the rollout of Software Engineer levels, fostering career development and increasing team retention. • Managed vendor relationships, including WMS (HighJump) and IT provider, ensuring seamless integration and support for multiple e-commerce brands.
- Provided strategic and technical direction, including search from slow database queries to elastic search and hiring a consultant to up-skill the development team.

project44 (series E supply chain visibility) Senior Engineering Manager

Jan 2019 - Jul 2021

- Led multiple teams, including six teams by the end, with a mix of near shore and local engineers, improving operational excellence by implementing pager duty procedures, incident management protocols, root cause analysis procedures, and a weekly operational review meeting.
- Acted as the only manager for the first 6-12 months, managing three teams and serving as a manager at large, enhancing team efficiency and coordination.
- Directed teams responsible for tracking multiple modalities (truckload, LTL, Ocean, Rail) using technologies such as Java, Kubernetes, Kafka, PostgreSQL, and Elastic Search, ensuring seamless integration and performance.

Groupon, Senior Engineering Manager

Oct 2015 - Dec 2018

- Led an organization of 18 people across 3 development teams, developing and maintaining node.js web applications for Groupon.com, enhancing operational efficiencies and driving feature development.
- Coordinated work with other teams across Groupon, leading operational readiness efforts, reducing weekly incident rate from a dozen to near zero.
- Provided strategic direction and hands-on leadership in software and data architecture, improving system performance and scalability.

Amazon, Software Development Manager

Jul 2013 - Oct 2015

- Managed a team of 6 engineers, implementing near real-time data processing for Amazon Mobile Analytics Service, launched as an Amazon Web Service in July 2014.
- Led a team of 12 engineers in the Amazon Web Services Mobile organization, creating and launching Amazon API Gateway, an API management service, on July 9, 2015.
- Provided strategic direction and hands-on leadership in software and data architecture, enhancing system performance and scalability.

*Nextag / Wize Commerce, **Principal Software Engineer / Engineering Manager***

Apr 2011 - Jun 2013

- Built and led a team of 7 engineers, including Java, Rails, and UI engineers, in 3 months, enhancing operational efficiency and team productivity.
- Spearheaded Rails development and developed traffic acquisition and monetization services for external customers, driving revenue growth.
- Launched a new company website using WordPress and developed software for Nextag's travel shopping site using Java, Spring, Lucene, and Cassandra, improving system performance and scalability.

*Viewpoints Network, **Director of Software Engineering***

Jun 2010 - Feb 2011

- Implemented an agile development process, including a Jira rollout, enhancing operational efficiency and reducing incident rates.
- Led a team of Ruby on Rails and Javascript developers, successfully implementing redis and resque, improving system performance and scalability.
- Provided strategic direction and hands-on leadership in software architecture, driving continuous improvement and innovation.

*Orbitz World Wide, **Director of Technology / Solutions Architect***

Jun 2003 - May 2010

- Directed multiple teams of 12-24 engineers, enhancing operational efficiency and driving major system overhauls, including integration of multiple consumer brands and launch of an international platform.
- Provided strategic and technical direction, managing bug queues, setting up support schedules, and implementing diagnostic tools, improving system performance and scalability.
- Communicated status of issues and initiatives with senior management, maintaining key supply partner relationships and overseeing re-architecture of hotel rate cache.

Previous experience: Java Developer & Application Architect

EDUCATION

University of Chicago
*Masters of Science • **Computer Science***

University of Washington
*Master of Arts • **Philosophy***

University of Chicago
*Bachelor of Arts • **Philosophy***

Illinois Math and Science Academy
Charter Class Member