Melinda J. Malmgren

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ABOUT

Highly motivated leader with extensive experience delivering software in complex environments and driving culture change at scale. Passionate engineer who strives to improve the way the world delivers software and to create environments where teams thrive.

EDUCATION

University of Arizona; Tucson, Arizona   `May 2007`
Bachelor of Science
Major: Computer Science

EXPERIENCE

Principal Engineer - Engineering Excellence
American Airlines   Apr 2020 – Present

Worked in the Technology Transformation organization driving change at scale and delivering enterprise solutions in support of modernization efforts.

- Directly managed a team of engineers whose focus was to create a best-in-class engineer experience at American.
- Championed the InnerSource efforts across the company by hosting workshops, providing individual consulting to product teams, contributing code to repos, and creating an InnerSource Marketplace.
- Developed tools designed to break down collaboration barriers and elevate the engineer voice, including standing up an enterprise wiki and a tech landscape visualization tool.
- Conducted interviews for roles across the company and advocated for hiring practices that support diversity.
- Contributed to open source projects on behalf of American Airlines and sourced numerous projects to introduce to the open source community.
- Organized sponsorship of multiple college hackathons in support of American's talent pipeline.
- Oversaw the rollout of multiple enterprise wide tech initiatives, including Tower and Tech Radar.
- Developed proof-of-concepts in support of the Emerging Tech team to investigate innovative solutions.

Principal Tech Lead
American Airlines   Jul 2018 – Apr 2020

Worked in the Airline Operations Technology organization leading the technical delivery of applications in the Safety & Security portfolio.

- Mentored developers across all areas of numerous projects and tech stacks.
- Owned and maintained the Azure Devops CI/CD pipelines for the Safety & Security portfolio.
- Oversaw and mentored a group of 14 new grad engineers participating in AA's accelerated leadership program as they developed and released a production application.
- Introduced coding standards and implemented code reviews, linting, branching strategies, and automated testing across multiple teams.
- Provided technical guidance for the continued development and re-write of CERS including conversion of mobile apps into a Progressive Web App, database migration, and re-architecting to a cloud native solution.
- Championed and coordinated the adoption of InnerSource at American by organizing workshops, maintaining repos, and guiding teams on how to InnerSource their projects.
- Created roadmaps for modernizing and re-architecting numerous applications to be cloud native.
- Architected and deployed the first production application at American Airlines to be hosted in Azure.

Senior Software Engineer/Tech Lead
American Airlines   Jan 2014 - Jul 2018

Worked on multiple teams across the Airline Operations Technology organization contributing to the creation of solutions for critical airline operations.

- Enhanced and supported multiple critical .NET applications throughout the US Airways merger.
- Initiated and implemented a CI/CD process for projects across the department including automated testing, linting, environment configuration and reporting.
- Led in the full stack development of a real time line-of-flying application used to support traffic coordinators and mechanics across the airline using Angular, .NET Core, MongoDB, and D3 on Cloud Foundry.
- Participated in the creation of AA's first Angular monorepo including creating the CI/CD pipeline, contributing to shared components, and developing new applications within the monorepo.
- Advocated for and implemented coding standards, best practices and DevOps.

Software Developer II - Mobile
Lumension Security   Oct 2012 – Nov 2013

Worked in the newly formed mobile department to create the first version of Lumension's core product for mobile.

- Designed and implemented the mobile device management module of LEMSS, Lumension's core product, from the ground up.
- Implemented code for all levels of the module including the front end ASP user interface.
- Utilized iOS and Android APIs for supporting a wide array of device security functionality, and tested on all major OS versions and manufacturer devices.
- Created Lumension's Android application using C# and Xamarin.

Software Developer II - Automation
Lumension Security   Jan 2018 – Jun 2019

Worked on the Central Services team enabling test automation and overseeing production deployments.

- Enhanced, maintained and owned the Automation framework used to automate test cases and assure the quality of Lumension's core product.
- Collaborated with the Configuration Management team to create multiple tools and plugins for TFS, including automated work item tools and source control management enhancements.
- Designed and implemented an automated tool for validating the output of TFS builds. This tool is currently being used on all main line builds within the company.

Software Developer
Exponent Inc   Mar 2009 - Aug 2010

Participated in the full software life cycle of a multi-million dollar US government contract for ground penetrating radar systems. Responsibilities included designing and implementing user interfaces using WPF and C# for desktop applications, implementing device interfaces, unit testing, and creating training documents.

Mobile Application Developer
IBM   Jun 2007 – Feb 2009

Implemented the web based mobile version of Lotus Connections, IBM's most successful new software product

introduction to date, using Java and agile methodologies.

Software Development Co-Op　　　　　　　　　　`IBM`　　　　　　　`Apr 2006 – Apr 2007`

TECHNICAL SKILLS

`JavaScript/TypeScript` `C#` `Actions` `Azure` `Angular` `Node` `React` `DevOps` `Docker` `Git` `Cloud Foundry` `Rest APIs` `Azure DevOps` `Postgres` `MySQL` `Mongo` `CSS` `Terraform`

NOTABLE RECOGNITION

Great job in leading the Engineering Experience survey from conception, delivery, analysis, and ultimately presenting the outcomes to our senior leaders. You've all shown such a passion for improving the experience for our people building and delivering technology at AA. Keep driving change and we will make AA a destination for world class technology talent...

- Chief Architect, American Airlines　　　　　　　　　　`Jun 26, 2020`

Your efforts in promoting culture change is pivotal in moving the bar. And it's definitely moved! Thanks for always pushing for the culture you believe in.

- Principal Tech Lead, Airline Operations Technology　　　　`Sep 24, 2020`

I want to take this opportunity to thank Melinda for being such an empowering manager in the first year of my career. She always had faith in my ability and gave me the support I needed to become a better developer. Thank you very much Melinda!

- Associate Developer, Technology Transformation　　　　`Jun 28, 2021`

Thank you for the contributions on multiple fronts - from deep InnerSource items (like workshops) to broad efforts around our transformation efforts. Your passionate approach to making American better continues to showcase you as a leader and to help us all look at where we can apply focus to move us all forward. Your accountable efforts in keeping the InnerSource community together is wonderful to be around. Thank you!

- Director of Architecture, Technology Transformation　　　`Mar 7, 2021`

Thank you for taking the time to come and present at CT-TechEx last month (twice!) and sharing all the great stuff happening in Runway and Tower! The sessions with TnT are always really well received and it's always terrific content.

- Director of Architecture, Customer Technology　　　　　`Jun 30, 2021`

Thank you all for your support of TnT talent search. It's a time consuming process to find the right fit. From screening resume, planning the interview questions, coordinating with hiring manager, and juggling among your already busy day to day priorities to carry out the interviews. Each talent we bring onto the team, there is tremendous effort behind the scene. I really appreciate your selfless contribution to the organization.

- Senior Manager, Technology Transformation　　　　　　`Jun 24, 2021`