

# Kristopher Merolla

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## Senior Software Engineering Manager

Engineering leader with 13+ years of experience driving software development and fintech innovation. Proven ability to scale teams, optimize system performance, and deliver high-impact product enhancements. Recently led a major portal redesign in six months, improving user experience and system efficiency.

## Work Experience

### Cotality, San Jose, CA

#### Senior Software Engineering Manager (February 2023 – present)

- Lead as many as two engineering teams (10 software engineers, 2 QA engineers) responsible for the Digital Mortgage Platform (point of sale application) and third-party integrations, driving innovation and scalability.
- Oversee the development of new application features and resolution of production issues, ensuring performance, reliability, and usability in a complex fintech environment.
- Collaborate cross-functionally with DevOps, QA, and Client Success teams to enhance system stability and streamline deployment processes.
- Drive architectural and performance improvements, delivering critical enhancements for small to large-scale clients.
- Partner closely with the product team to refine the roadmap, prioritize development efforts, and ensure alignment with business goals.
- Conduct daily standups and sprint planning, fostering a highly collaborative Agile environment.
- Manage hiring, performance reviews, and career development, building a high-performing and motivated engineering team.
- Successfully led a major redesign of the core application portal in just six months, improving UI/UX and system efficiency (React frontend / Ruby on Rails backend).

### Roostify, San Francisco, CA

#### Senior Software Engineering Manager (April 2022 – February 2023)

#### Manager, Software Engineering (October 2021 – March 2022)

- Led and mentored a team of junior-to-mid level software engineers, fostering a culture of collaboration, innovation, and professional growth.
- Partnered with product managers to refine feature architecture and backlog grooming, ensuring a seamless user experience and efficient development cycles.
- Spearheaded cross-functional collaboration with QA, DevOps, and other engineering teams, streamlining the entire software development lifecycle.
- Defined and executed hiring strategies, onboarding plans, and career development frameworks, improving team performance and retention.
- Established best practices for JIRA workflows, release planning, and code quality, elevating engineering standards across the company.
- Provided technical leadership in diagnosing production issues, optimizing application performance, and implementing scalable solutions.
- Worked closely with leadership on roadmap planning, ensuring timely delivery of critical features aligned with business objectives.

#### Software Engineer (July 2018 – October 2021)

- Developed and maintained core application features, ensuring scalability, reliability, and performance for high-traffic fintech platforms.
- Diagnosed and resolved high-priority production issues in collaboration with QA, DevOps, and Support teams, reducing downtime and improving system stability.

- Conducted bi-weekly performance audits for enterprise clients using New Relic and Splunk, identifying and resolving performance bottlenecks to meet strict SLAs.
- Designed and optimized SQL queries, improving database efficiency and reducing query execution time.
- Built and maintained Splunk dashboards, alerts, and monitoring systems to proactively detect and address system anomalies.
- Created and maintained technical documentation for new and existing product features, improving knowledge sharing across teams.

## 4D Inc, San Jose, CA

### Technical Services Engineer (October 2017 - June 2018)

- Provided technical support to a global community of 4D developers via hotline, email, and web-based ticketing, troubleshooting complex application issues.
- Diagnosed and resolved critical software bugs by analyzing log files, reviewing sample code, and debugging customer databases.
- Authored professional technical articles and knowledge base content on 4D platform features, improving developer resources and support efficiency. (see [kb.4d.com](https://kb.4d.com) search “Kristopher”)
- Developed internal applications using the 4D platform to streamline ops for sales and technical support teams.
- Collaborated with product teams on escalated issues, contributing to roadmap discussions and new feature development.
- Delivered live product demonstrations to customers and prospects, showcasing key capabilities and driving adoption.

## SmartStream Technologies, San Jose, CA

### Lead Associate (May 2012 - March 2017)

- Ensured the integrity and timely delivery of critical stock, fund, and options data within strict SLAs, supporting major financial institutions.
- Partnered with product engineers and senior leadership to identify and resolve data mapping and loading issues, improving system accuracy and efficiency.
- Managed and mentored a cross-functional team of 10 data analysts, successfully launching a joint venture with Morgan Stanley, JPMorgan Chase, and Goldman Sachs.
- Developed and implemented new ops procedures, improving data processing efficiency and reducing errors.
- Trained team members on SQL optimization techniques, leading to faster query execution and improved reporting.
- Designed and built analytical dashboards to track key exchange data points, providing leadership with high-visibility insights into critical business areas.
- Acted as the primary liaison between clients and senior management, strengthening relationships and ensuring service excellence.

## Education

### Stanford, Online

#### AI Professional Program (Certification) (In-Progress)

- Completed: [Natural Language Processing with Deep Learning](#) (Python, PyTorch, Azure) – August 2025
- Continuing coursework toward AI Professional Program Certificate (3-course sequence)

### CodingDojo, San Jose, CA

#### Certificate of Completion (Web and Application Development) (July 2017)

- Full stack Python/Django, MEAN (MongoDB, Express, Angular 2, Node), iOS/Swift

## California Polytechnic State University, San Luis Obispo, CA

### Bachelor's Degree, Physics (June 2010)

- Classical Mechanics, Astronomy, Thermal Physics, EE Fundamentals, Statistics, Calculus, Linear Algebra

## Leadership & Strategy

- Scaled and led high-performing engineering teams (10+ engineers) to drive product innovation and operational excellence.
- Aligned technical initiatives with business objectives, ensuring software solutions delivered measurable impact.
- Fostered a culture of mentorship, career growth, and continuous improvement, promoting engineers into leadership roles.
- Spearheaded process improvements that enhanced team efficiency, reduced technical debt, and improved delivery timelines.
- Partnered cross-functionally with Product, DevOps, and QA to streamline development and deployment processes.

## Key Competencies

### Technical Skills

- Languages: Ruby, Python, JavaScript, TypeScript, SQL
- Frameworks & Libraries: Ruby on Rails, Pytorch, React, Angular, Express, Django, Flask
- Databases: Postgres, MySQL
- Cloud & Infrastructure: AWS (S3, EC2, EKS), Heroku, Node.js, Nginx, Ubuntu, Azure
- DevOps & CI/CD: Git/GitHub, Jenkins, CircleCI, Docker, Kubernetes, Elastic, Snowflake, New Relic
- Monitoring & Analytics: Splunk, Looker, CodeClimate
- Development Tools: GitHub Copilot, ChatGPT, Postman, JIRA, Figma

### Leadership & Management

- Engineering Leadership & Technical Strategy
- Team Building, Mentorship, and Career Development
- Agile & Scrum Methodologies
- Hiring, Performance Reviews, and Promotions
- Process Improvement & Cross-functional Collaboration