

MICHAEL CHAVEZ

Director of Technology | Legacy Modernization & Enterprise Platform Strategy

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EXECUTIVE SUMMARY

Technology leader with 20+ years driving legacy-to-cloud platform modernization, enterprise architecture, and engineering team scaling for national nonprofits, government agencies, and digital agencies. Track record of turning ambiguous technical debt into funded, executive-approved technology roadmaps — then leading the DevOps, architecture, and org-design work to deliver them. Operates across enterprise architecture, platform strategy, budget and vendor management, and executive/board-level stakeholder partnership, with recent focus on integrating AI-assisted engineering workflows to accelerate delivery without sacrificing quality.

CAREER IMPACT AT A GLANCE

- **24% application stability uplift** in 6 months at ANA through org-design changes, architecture reviews, and engineering quality gates.
- **43% surge in certification registrations** for a 500K-member C-suite audience at HRCI through data-driven persona modeling and UX redesign.
- **110% ROI increase** on digital marketing campaigns at Epsilon by designing a custom analytics platform and dashboard from scratch.
- **150,000+ documents migrated** for the National Park Service with zero data loss, using automated ColdFusion pipelines.
- **20+ engineer teams led** at agencyQ across Agile transformation, SOW development, and enterprise client delivery.
- **5 federal projects** delivered on time and under budget across 12 months at FigLeaf, serving NPS and NIST.

PROFESSIONAL EXPERIENCE

Solution Architect | American Nurses Association

Silver Spring, MD • Jan 2020 – Present

Functioning as de facto Director of Technology for ANA's digital ecosystem — owning enterprise architecture, integration strategy, and platform roadmap across a multisite Optimizely CMS/Commerce environment, membership systems, and credentialing platforms.

- Raised web application stability 24% in 6 months by restructuring the engineering org around code quality gates, architecture reviews, and cross-functional accountability — eliminating the root causes of recurring production incidents.
- Own the enterprise technology roadmap for a legacy-to-modern CMS/Commerce platform modernization, leading architecture decisions, dependency resolution, and cutover planning across a multisite production environment.
- Designed and executed the enterprise data integration strategy connecting the CMS to external membership and credentialing systems, replacing fragile point-to-point integrations with governed, maintainable APIs.
- Embedded automated testing into the CI/CD pipeline (Azure DevOps), shifting defect detection left and reducing post-release hotfixes across all major product lines.
- Piloted AI-assisted engineering workflows to accelerate a multi-year platform upgrade — using structured prompting and review practices to compress research and debugging cycles while holding code quality standards constant.
- Led UX strategy and design process organization-wide, bridging internal stakeholders and external vendors to deliver experiences grounded in behavioral data rather than assumption.

Director of Creative Technology | RP3 Agency

Bethesda, MD • Apr 2018 – Jul 2019

Principal digital technology strategist leading platform architecture and digital transformation for enterprise clients including Norfolk Southern and Children's National.

- Drove a 43% increase in certification registrations for HRCI — a 500K-member professional body — by designing behavioral personas from analytics data and rebuilding the digital registration experience around those insights.
- Set technology strategy and platform roadmap across multiple concurrent client engagements, translating business goals into architecture decisions executives could approve and engineers could execute.
- Delivered continuous-release features by leading a cross-functional Agile team, maintaining velocity while embedding quality at every sprint cycle.

Technical Director | agencyQ

Washington, DC • Jul 2015 – Mar 2018

Led technical direction, team scaling, and client delivery across a 20+ developer organization for a full-service digital agency.

- Directed and scaled a team of 20+ developers across multiple concurrent client engagements, instituting Agile discipline and delivery practices that increased predictability and reduced scope creep.
- Authored Statements of Work and led technical sales presentations that secured new enterprise business, serving as the primary technical voice in client acquisition.
- Launched an internal training program on emerging technologies — including Flutter, React, and cloud-native architecture (AWS DynamoDB) — upskilling staff and shifting the agency's default technology recommendations toward modern infrastructure.

Senior Systems Analyst | Public Broadcasting Service (PBS)

Washington, DC • Nov 2012 – Jun 2015

Led web application development and modernization for the PBS Corporate Intranet.

- Architected and delivered the PBS Corporate Intranet, implementing automated content migration workflows that eliminated manual publishing bottlenecks at scale.
- Designed and deployed CI/CD pipelines using Azure DevOps, establishing repeatable, automated release processes for PBS's core web applications and enterprise data layer.

Principal Software Engineer | Epsilon, Inc.

Washington, DC • Sep 2011 – May 2012

- Delivered a 110% ROI lift on ad and email campaigns by building a custom digital marketing application and analytics dashboard — replacing manual reporting with real-time, actionable intelligence.
- Facilitated design thinking workshops to produce a formal technology roadmap, aligning engineering priorities directly to revenue-driving business goals.

Senior Software Developer / Lead Architect | FigLeaf Software

Washington, DC • Jul 2006 – Apr 2010

Lead architect and principal developer for large-scale federal modernization projects, serving NPS and NIST.

- Migrated 150,000+ documents and files for the National Park Service using ColdFusion automation — achieving zero data loss and full metadata integrity.
- Delivered 5 federal projects on time and under budget across 12 consecutive months, owning requirements, estimates, and stakeholder alignment from kickoff through launch.
- Built a cloud-native web architecture for nps.gov using NoSQL technologies, embedding full Section 508 and Dublin Core compliance and measurably improving site performance within 12 months of deployment.

EARLIER CAREER

System Developer — QuantumDirect, Austin, TX (2005–2006) | Software Developer — Dell, Austin, TX (2003–2004) | PHP Developer — KPMG, Washington, DC (2001–2002) | Technology Consultant — The World Bank, Washington, DC (2000–2001)

TECHNICAL SKILLS

- **Architecture & Modernization:** Enterprise architecture, legacy-to-cloud migration, microservices, API strategy, system integration, technology roadmap planning
- **Languages & Frameworks:** C#, ASP.NET MVC, .NET Core, Java, Spring, Python, PHP, JavaScript, TypeScript, React, Angular, Node.js, HTML/CSS/SASS
- **Cloud & DevOps:** Microsoft Azure, Azure DevOps (CI/CD), AWS (DynamoDB, Lambda), observability, n8n workflow automation
- **CMS & Platforms:** Optimizely (Episerver), Sitecore, Adobe Experience Manager, Drupal, Ghost
- **Data & Integration:** SQL Server, MySQL, Oracle, MongoDB, GraphQL, Elasticsearch, Apache Camel, REST APIs
- **AI-Assisted Engineering:** Claude Code, AI-assisted development workflows, prompt-driven debugging and documentation
- **Leadership & Methodology:** Team scaling, org design, Agile/Scrum, DevSecOps, budget & vendor management, executive stakeholder partnership, Section 508 compliance, Design Thinking
- **Tools:** JIRA, Git, Visual Studio, VS Code, Azure TFS, Adobe XD, Figma, Claude Code

EDUCATION

Bachelor of Science, Computer Science — George Washington University, Washington, DC