ADAM FISHER

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EXECUTIVE PROFILE

Technology executive who delivers measurable business impact. 25 years building and scaling engineering organizations that transform enterprises. I maintain deep architectural engagement to ensure strategy remains grounded in execution reality.

Director at Ally Financial leading **7 teams (53 engineers)** with **$8M budget** accountability. Architecting Atlas—a strategic vision for an Enterprise Intelligence Platform unifying customer behavioral data, organizational knowledge, and regulatory awareness into a shared Intelligence Layer for AI agents. Prototyped core components and presenting regularly to senior technical leadership. Delivered **$3M+ annual savings** through real-time customer intelligence. Collaborating cross-functionally with Cybersecurity, Product, Risk, EA, and AWS Solutions Architects.

STRATEGIC IMPACT

Architected platforms processing **100M+ customer interactions** with **sub-100ms response times** monitoring **5.2M customers** in real-time. Achieved **1,600% performance improvements** at Charles Schwab and scaled systems to **60M peak daily transactions** at Lowe's with zero incidents. Built enterprise developer community of **360 members** from zero. Currently leading **7 teams, 53 engineers** with **$8M budget** and **99.99% platform uptime**.

Enterprise Platform	AI & Automation	Organizational Scale
100M+ customer interactions	28 AI subagents deployed	$8M budget accountability
1,600% performance improvement	70% cycle reduction (20→6 wks)	7 teams, 53 engineers
60M peak transactions, zero incidents	Enterprise AI strategy & adoption	400+ engineers mentored

CORE COMPETENCIES

Strategic Leadership

P&L; Management & Organizational Scaling

Executive Strategy & C-Suite Partnership

Enterprise Architecture & Platform Strategy

Digital Transformation & Modernization

Business Value Framework & ROI Measurement

High-Performance Team Development

Technical Expertise

Cloud-Native Systems (AWS, GCP, Kubernetes)

Event-Driven & Distributed Architecture

AI/ML Platform Architecture

Performance Optimization & Scaling

Security, Compliance & Enterprise Controls

Data Platform Architecture & Analytics

DIRECTOR OF SOFTWARE ENGINEERING

Ally Financial | Charlotte, North Carolina | September 2021 – Present

★ *2025 LEADing the Way Award Recipient — Ally's highest honor, awarded to 40 individuals from 11,000+ employees*

Leading 7 engineering teams (53 engineers) with $8M budget accountability across Money Movement, Customer Intelligence, Commerce, and Automation platforms. Partnering directly with CIO and CTO on enterprise-wide technology strategy.

Platform & Architecture

- **Architecting Atlas Enterprise Intelligence Platform** — strategic vision unifying three dimensions: Customer Intelligence (real-time behavioral telemetry monitoring 5.2M customers), Organizational Intelligence (queryable knowledge graph), and External Intelligence (regulatory monitoring). Prototyped core components and presented to senior technical leadership.
- **Delivered Customer Intelligence Platform** processing real-time behavioral signals with sub-100ms response, monitoring 5.2M customers. Enabling personalized interventions for delinquency reduction and cost-to-serve optimization.
- **Led enterprise-scale migration** from legacy on-prem monolith to cloud-native distributed architecture — improving reliability, reducing infrastructure costs, and enabling modern development patterns.
- **Delivered $3M+ annual savings** through personalization-driven call deflection and self-service optimization enabled by real-time customer intelligence.

AI & Automation

- **Deployed Atlas Code** — Claude Code with 28 specialized subagents covering all facets of software development (architecture, security, testing, documentation, compliance). Reduced development cycles from 20 weeks to 6 weeks total to production.
- **Prototyped Atlas Web** as replacement for current generative AI tooling — standalone research and development platform with capabilities aligned to product owners, architects, business analysts, and leadership.

DIRECTOR OF ARCHITECTURE, DIGITAL TRANSFORMATION

Lowe's Companies, Inc. | Charlotte, North Carolina | May 2020 – September 2021

- **Spearheaded complete migration** from IBM Web Commerce Server to native GCP — transformed enterprise platform foundation enabling microservices architecture at scale.
- **Architected federated front-end platform** becoming foundational infrastructure for all digital experiences across web, mobile, and in-store channels.
- **Engineered Product Detail Page system** handling 12M daily transactions, scaled to 60M during peak retail events with zero incidents and sub-5% container CPU utilization.
- **Built enterprise developer community** from zero to 360 members — established unified development standards and engineering excellence culture.

PRINCIPAL ENGINEER, PLATFORM MODERNIZATION

Charles Schwab | Charlotte, North Carolina | April 2018 – May 2020

- **Achieved 1,600% performance improvement** — reduced application load time from 16 seconds to sub-1 second through architectural optimization and intelligent caching strategies.
- **Migrated legacy monolithic architecture** to modern cloud-native stack — enabled distributed development and improved deployment velocity.
- **Established cross-organizational product methodology** bridging design, product, and engineering silos — accelerated delivery cycles by 35%.

SOLUTIONS ARCHITECT, CLOUD TRANSFORMATION
American International Group (AIG) | Charlotte, North Carolina | December 2016 – April 2018

- **Architected initial AWS cloud foundation** for enterprise systems — designed secure, scalable infrastructure enabling distributed development and operational excellence.
- **Transitioned monolithic systems** to API-based architecture enabling distributed development and accelerated time-to-market.

PROGRESSIVE LEADERSHIP
Transamerica | Charlotte, North Carolina | April 2000 – April 2018 (18 years)

Advanced through progressive roles: Software Engineer → Principal Engineer → Director of Digital Marketing Strategy → Principal Engineer, Mobile Platforms.

- **Led development of Quicken 401(k) Advisor** recognized in Yahoo's Top 100 Websites — created competitive differentiator driving customer acquisition and measurable business growth.
- **Built marketing automation cloud solution** unifying disparate platforms into integrated system — established 1:1 customer relationships across web, mobile, social, and email at scale.
- **Architected corporate mobile strategy** and nationwide digital kiosk network — pioneered innovative customer engagement channels.

EDUCATION & CERTIFICATIONS

Western Carolina University	Computer Science	1991 – 1995
AWS Solutions Architect	Amazon Web Services	2018
Advanced AI/ML Implementation & Strategy	Professional Development	

THOUGHT LEADERSHIP

Atlas: Enterprise Intelligence Platform
Architecture blueprint unifying customer intelligence, organizational knowledge, and external awareness into a queryable Intelligence Layer for AI agents

Agentic Software Development: Transforming Enterprise Delivery
Whitepaper on autonomous development frameworks, multi-agent orchestration, and the 28-agent SDLC architecture

Enterprise Business Value Framework
Methodology for ROI measurement, capability-based technology planning, and investment prioritization