Sean Newman

Cumming, GA, 30040 United States | 404.368.3148 | newman.sean@icloud.com Linkedin

Summary

I am a Principal Software Engineer and Architect with over 18 years of experience designing and delivering large-scale, distributed systems across cloud, on-prem, and hybrid environments. I specialize in full-stack development, microservices, and event-driven platforms, building high-availability solutions that handle millions of transactions daily. I have led technical design and architecture for complex enterprise and government systems, integrating real-time communications and contact center technologies, while guiding teams to deliver resilient, scalable, and efficient solutions. I excel at translating business requirements into innovative technical solutions, optimizing system performance, and mentoring teams to achieve operational excellence.

Skills

- Enterprise software architecture
- Distributed and cloud-native systems
- Full-stack application development
- Microservices and API design
- Real-time communications and workflows
- Contact center platforms (Cisco, Genesys)
- Event-driven and messaging systems (Kafka, RabbitMQ)
- Databases (SQL, NoSQL, PostgreSQL, MongoDB)
- Agile methodology and DevOps practices
- Cloud platforms (AWS, Azure)
- Application integration and automation
- Technical leadership and team mentorship

Experience

SYSTEMS ADMIN & JAVA DEVELOPER | 02/2024 - 09/2025

PERATON / KFORCE (CONTRACTOR TO THE IRS)

- Designed and implemented SSO authentication using Finesse JWT tokens, decoding and parsing JSON to manage user permissions, and streamline secure access.
- Developed Java/Spring Boot applications integrated with Cisco UCCE, enabling efficient contact center workflows, and improving system functionality.
- Actively participated in Agile team processes, including code reviews, testing, and deployment, ensuring timely and high-quality software delivery.
- Analyzed and optimized existing system processes, enhancing application performance, reliability, and compliance with IRS standards.
- Provided technical guidance and support to cross-functional teams, facilitating the smooth integration of new features, and resolving complex system issues.

PRINCIPAL APPLICATION ENGINEER /SENIOR SOLUTION ARCHITECT | 10/2021 - 12/2022
NTT AMERICA (FORMERLY DIMENSION DATA & NEXUSIS)

- Owned the architecture and deployment of distributed REST microservices using Spring Boot and Docker, handling over 2 million daily requests with zero production downtime.
- Co-developed Azure-based web applications (C#, Razor, MongoDB), streamlining customer onboarding, and reducing manual data collection efforts.
- Led technical design discussions, providing architecture validation, estimating delivery timelines, and aligning solutions with stakeholder requirements.
- Designed and implemented Genesys CX chatbots, improving agent response times, and reducing overall contact center operational costs.
- Architected dynamic Cisco Finesse JavaScript gadgets and supporting Spring Boot REST services to manage configuration data, post-call reporting, and analytics.

PRINCIPAL CONSULTING ENGINEER | 01/2015 - 10/2021
DIMENSION DATA

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SENIOR CONSULTING ARCHITECT | 08/2014 - 01/2015
NEXUSIS

- Architected and managed the 'Cohesion' Linux appliance, implementing advanced caching and indexing strategies for Active Directory to support enterprise-wide directory search, and click-to-dial functionality.
- Collaborated in the design and development of applications and Cisco Finesse gadgets integrated with the Calabrio recording platform, enabling precise recording control and metadata tagging for multiple government clients in California.
- Led on-site architecture initiatives at E*TRADE, guiding the seamless migration from legacy CTI systems to modern Cisco Finesse platforms, ensuring minimal downtime and operational continuity.
- Provided technical consultation and strategic guidance on enterprise telephony and directory solutions, aligning architecture decisions with client business objectives, and compliance requirements.
- Coordinated cross-functional teams to implement scalable and maintainable solutions, improving system reliability, and enhancing the overall user experience for enterprise clients.

SENIOR STAFF / PRINCIPAL ENGINEER, TELECOM ENGINEER | 03/2009 - 08/2014
E*TRADE FINANCIAL

- Architected and managed a Call Detail Record (CDR) analytics platform using PostgreSQL and Python, efficiently processing tens of thousands of records daily, with sharded data storage for high performance.
- Designed and implemented UCCE scripts, internal web tools, and executive dashboards, improving contact center operations, agent efficiency, and real-time visibility into performance metrics.
- Served as product owner and architect for internal REST services, enabling click-to-call, call routing, device control, and agent self-service capabilities across the enterprise.
- Developed Java and web-based applications interfacing with Cisco CTIOS and internal CRM systems, integrating real-time agent control, screen pops, customer interaction logging, and transaction processing.
- Mentored and guided junior engineers, facilitating onboarding, skill development, and successful integration into enterprise development projects.

Education & Professional Development

- Game and Simulation Programming Coursework, Devry University, Alpharetta, GA
- Computer Science Coursework, Southern Polytechnic State University, Marietta, GA
- AWS Essential Training for Developers, LinkedIn Learning (Online)
- Software Architecture: From Developer to Architect, LinkedIn Learning (Online)
- Genesys Cloud Edge: WebRTC, Genesys Beyond (Online)
- Annual Certification Coursework: PCI, PII, PHI, GDPR, Anti-Bribery Laws

Awards & Recognitions

- Spot-Bonus Award for excellent performance, NTT America, 2020
- Second Place, Corporate Coding Challenge for developing a POC web application for customer data, NTT America, 2020
- On-the-Spot Award of Excellence for outstanding work, Nexusis, 2015
- LEAP Quarterly Award for Leadership, Execution, Achievement, and Performance, E*TRADE Financial, 2014