

Paul Adams

Engineering Leader · High-Consequence Systems at Scale

Professional Experience

Senior Engineering Manager2025–Present iSeatz (embedded at American Express)

- Lead mobile engineering for the Amex Travel app on iSeatz’s \$10.7B+ loyalty platform serving 15.3M+ cardmembers—owning iOS, Android, mobile service layer, and QA across authentication, profile, onboarding, and discovery.
- Defined a mobile integration contract that decoupled internal releases from enterprise governance, shifting cadence from monthly to biweekly without breaking compliance or security constraints.
- Transformed a reactive post-launch team into an autonomous engineering organization—building delivery rhythm, expanding team throughput, and shipping AI-powered discovery and conversational features.
- Serve as the senior iSeatz engineering interface to Amex mobile leadership, shaping team topology, technical direction, and hiring across the mobile organization.

Development Manager2022–2025 Dayforce

- Deliberately paused feature delivery to contain rising fraud risk, reprioritizing the organization from velocity to platform integrity—cutting exposure by 82% through ML-assisted remediation, and completing a zero-downtime U.S. bank migration.
- Delivered Dayforce Wallet, a \$19M/month transaction feature, coordinating 90+ releases across iOS, Android, TypeScript, .NET, and SQL under PCI DSS and SOC 2 on a \$7B+ regulated fintech platform serving 860K+ users.
- Drove engineering quality, tooling strategy, and DevEx across the engineering organization—achieving a 94% leadership effectiveness rating (+4.7% YoY), three consecutive President’s Circle nominations, and mentoring engineers into expanded leadership roles.

Development Manager2019–2022 Quore

- Halted roadmap expansion on Quore, a B2B SaaS platform serving 81K+ daily users across 7,300+ properties across 35 countries, to address accumulated architectural debt—achieving a 99.98% crash-free rate, 28% improvement in delivery velocity, and 42% reduction in production defects.
- Absorbed product strategy after the PM function was eliminated, driving priorities directly with Business, Marketing, and Support leadership.

Platform Architect2015–2019 Independent Consulting

- Architected a multi-tenant iOS/Android platform supporting 200+ white-labeled deployments from shared codebases, replacing per-client builds with a configuration-driven model that reduced release cycles by 67% and increased user engagement by 47%.
- Inherited a fragmented portfolio of 37 apps across 8 Objective-C/Swift and Java codebases; standardized build systems, implemented CI/CD, and raised automated test coverage to 85%, restoring predictable releases.

Behavioral Healthcare Leader2006–2015 Ran operations and programs across bereavement care and group practice settings.

Senior Operations & Technical Leader ..1984–2000 U.S. Army (Airborne & Special Forces units)

- Led technical and operational teams across humanitarian, counterterrorism, and combat missions in joint and multinational environments.
- Maintained 99.99% uptime and zero security incidents across classified communications networks, managed an \$8M+ systems portfolio, and built a mission-readiness database adopted command-wide.

Technical Profile

- **Operating Scale:** Globally distributed teams up to 45 engineers, including managers and leads
- **Platforms & Architecture:** iOS (Swift) · Android (Kotlin) · Microservices · Event-Driven Architecture (Kafka) · AWS (ECS, Lambda) · Azure (AKS, Functions) · Terraform
- **Compliance & Security:** PCI DSS · SOC 2 · OWASP · GDPR · ISO 27001
- **Operations:** Observability · Incident Response · CI/CD automation

Leadership Foundations

- U.S. Army Ranger School
- Advanced IT Leader Course, *Honor Graduate*

Education

Thomas University2001–2006

- Graduate Studies, Clinical Mental Health Counseling
Specialized in behavioral science, team dynamics, and high-stakes decision-making
- Bachelor of Arts, Psychology, *magna cum laude*