

Paul Adams

Engineering Leader · High-Consequence Systems at Scale

Professional Experience

Senior Engineering Manager · 2025–Present

iSeatz (embedded at American Express)

- Lead mobile engineering for the Amex Travel app on iSeatz's \$10.7B+ loyalty platform serving 15.3M+ travelers—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 compromising compliance or security.
- Transformed a reactive post-launch team into an autonomous engineering organization—establishing delivery rhythm, increasing throughput, and shipping AI-powered discovery with personalized recommendations.
- Serve as iSeatz's senior engineering interface to Amex mobile leadership, shaping team topology, technical direction, and hiring across the organization.

Development Manager · 2022–2025

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 multi-surface fintech platform processing \$7B+ for 860K+ users under PCI DSS and SOC 2—coordinating 90+ releases across iOS, Android, the .NET gateway, and the support portal, and scaling a feature from concept to \$19M/month in transaction volume.
- Drove engineering quality, tooling strategy, and DevEx across the organization—earning a 94% leadership effectiveness rating (+4.7% YoY) and three consecutive President's Circle nominations, while mentoring engineers into expanded leadership roles.

Development Manager · 2019–2022

Quore

- Halted roadmap expansion on a B2B SaaS platform serving 81K+ daily users across 7,300+ properties in 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 Architect · 2015–2019

Independent Consulting

- Architected a multi-tenant iOS/Android platform supporting 200+ white-labeled apps 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 Leader · 2006–2015

Government-funded programs and clinical practices

- Led multi-site operations overseeing performance, compliance, and service delivery within a \$13M budget.

Technical Operations Leader · 1984–2000

U.S. Army (Airborne & Special Forces units)

- Served as a Ranger and Master Parachutist, leading humanitarian, counterterrorism, and combat missions in joint and multinational environments.
- Directed secure communications operations under TS/SCI access—sustaining 99.99% network uptime with zero security incidents, managing an \$8M+ systems portfolio, and building a mission-readiness database adopted command-wide.

Technical Profile

- **Operating Scale:** Led globally distributed teams of up to 45 engineers, including managers and leads
- **Languages:** Swift · Kotlin · TypeScript · C#/.NET · SQL
- **Platform & Architecture:** iOS · Android · Microservices · Event-driven systems (Kafka) · AWS · Azure · Terraform
- **Risk & Compliance:** 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 University · 2001–2006

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