Christopher Mackle

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SUMMARY

Results-driven applications engineer and client services professional with extensive experience in application security, software development, and technical enablement. Proven expertise in deploying and integrating SAST, SCA, and DAST solutions, with a strong foundation in Python, C#, and cloud platforms like AWS and Kubernetes. Skilled in leading customer onboarding, implementing CI/CD processes, and providing technical guidance to ensure client success and retention. Adept at collaborating across cross-functional teams, driving knowledge-sharing initiatives, and delivering scalable, innovative solutions that align with organizational and customer goals. Dedicated to fostering strong relationships and achieving measurable results in fast-paced, technical environments.

EXPERIENCE

Staff Applications Engineer
Black Duck Software (formerly Synopsys)   November 2019 - Present, Burlington, MA

- Senior member of the Client Services team, assisting the sales team on pre-sales engagements and driving the success of the customer post-sales to onboard and implement our SAST, SCA, and DAST software within their software development lifecycle.
- Deploy our software and PostgreSQL database within a Linux OS hosted by AWS using either Docker or Kubernetes and create custom scripts via Python to assist in any third-party integrations per the customer's requirement, including IAM solutions such as Okta, Ping Identity and Microsoft Entra.
- Lead both large seminars and small focus groups in technical enablement, including security remediation guidance, understanding of OSS licensing guidelines and requirements, and integration of scanning and analysis within their CI/CD platforms.
- Build a strong foundational relationship with the customer to ensure all goals are met, including regular check-ins and product maturity assessments, leading to a 95% customer retention percentage.
- Document and design all internal processes within Confluence to ensure a smooth new employee enablement, focusing on a KCS methodology of easy-to-find, repeatable solutions to improve efficiency.

Implementation Engineer
CrunchTime Information Systems   November 2017 - November 2019, Boston, MA

- Engage with clients alongside Sales and Project Managers to implement the company's flagship product, ConneX: a cloud-based integration tool that connects a restaurant's point-of-sale (POS) system to CrunchTime's back-office platform.
- Administrate the ConneX MySQL Database to populate, analyze, modify, and delete data related to a restaurant's sales and waste, with the main goal to achieve equilibrium between our data and their expected values.
- Lead daily scrum meetings with our Engineering, Product, and Management team members to ensure we are on track towards our sprint goal, identify any roadblocks, and collaboratively plan the next day's work.

Software Engineer
Ingenico Mobile Solutions   May 2014 - November 2017, Boston, MA

- Provide support for legacy solutions within Visual Studio using C# and .NET, including bug fixes, improve efficiency, and rewrite to adhere to static application security vulnerabilities discovered by SonarQube.
- Write and test our software using unit testing software MSTest to ensure early bug detection, improve code reliability, and allow for easier code refactoring.
- 25% of time spent within a small DevOps team to build out an automated system of deploying our software, leveraging tools such as Octopus, Chef, Jenkins, and Bamboo, and rolling it out across the entire development organization.

PROJECTS

Polaris Customer Delivery Enablement
Black Duck Software • bit.ly/mackle-article • January 2022 – July 2024

- Designed and documented our entire customer delivery process for our new application security testing SaaS application, Polaris, and designed a 2-hour seminar for on-boarding.
- Met frequently with Product Management to create a project plan for both our sales teams to be able to successfully sell the product to new customers, as well as our client services team to train them on how to use the tool.
- Developed a new product maturity model assessment to ensure long-term success of the client, as well as designed the ideal method for achieving optimal results in the shortest amount of time to increase ROI.

Black Duck Binary Analysis to Microsoft SharePoint Integration
Black Duck Software • August 2023 – December 2023

- Created a fully custom integration between our Black Duck Binary Analysis tool and the client's SharePoint integration, with the goal of automated scanning of new binary files from their third party clients.
- Wrote multiple libraries in Python and leveraged Microsoft APIs, as well as our own product's APIs, to allow for a seamless end-to-end solution that allowed the customer to provide instant analysis results.
- Met with the client weekly for regular check-ins on progress and readjust requirements based off new developments, as well as fully trained their Engineering team to own the code after delivery, ensuring a huge win for our sales team.

EDUCATION

BS in Computer Science

Wentworth Institute of Technology • Boston, MA • 2014

• Graduated with Honors

• Awarded a scholarship all 4 years for academic excellence

CERTIFICATIONS / AWARDS

KCS v6 Fundamentals

Consortium for Service Innovation • 2023

• This certification verifies that a professional understands the KCS methodology and can implement it in a support organization. KCS is a set of processes and practices that use knowledge as a key asset.

CS Teamwork Award

Synopsys Inc. • 2022

• *"Chris has stepped up to help prepare the Client Services team to service our new Polaris Platform. He has been proactively engaging with several teams within SIG to understand the product, share information, learn from our past experiences, and solicit feedback. He's also kept the broader Customer Service team to share the latest training material and our development. Chris' hard work has gotten the Customer Service off on the right foot to ensure the team's success with the new platform."*

SKILLS

Communication: While my background is in software engineering, I've pivoted to roles that showcase my communication skills and allow me to work hands-on with clients on a daily basis.

Programming: Python, C#, .NET, Java, SQL, C/C++

Platforms: Azure DevOps, Docker, GitHub, Jenkins, GitLab, AWS

Other: Kubernetes, Flask, Atlassian products, IAM (Okta, Azure Entra ID)

Personal Interests: Running, Reading, Drawing, Chess, Piano, Hiking, & Baseball