# Neil Nelson

**ENGINEERING MANAGER | SAAS PLATFORMS & INTEGRATIONS**

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## SUMMARY

Engineering Manager with six years leading the team behind Absorb Software's customer data and integrations platform: hiring, performance reviews, career development, and delivery for seven engineers. Brings a .NET and AWS technical foundation, a record of eliminating production failure modes and nearly tripling import throughput, and practical judgment when customer needs, reliability, and roadmap priorities compete. Still ships: built and operates CrowHub, a live local-commerce marketplace.

## LEADERSHIP AND TECHNICAL STRENGTHS

**People management:** Hiring, coaching, performance reviews, promotions, career planning

**Delivery:** Agile/Scrum, sprint and PI planning, capacity planning, risk and dependencies, executive communication

**Engineering:** C#, .NET, ASP.NET, Web API, SQL Server, PostgreSQL, AWS, Docker, CI/CD, Hangfire, React/TypeScript

**Technical leadership:** Architecture and code reviews, production troubleshooting, incremental modernization, AI-assisted delivery with review guardrails

## PROFESSIONAL EXPERIENCE

### Engineering Manager, Software Development

Feb 2020 – Jul 2026

Absorb Software | Calgary, AB

- Led the engineering team behind Absorb LMS's customer data and integrations platform: scheduled data imports and exports, a custom integration service, and customer data migration.
- Managed 7 engineers through hiring, performance reviews, coaching, promotions, and career planning; made 4 hires, promoted one engineer to Senior, and transitioned 2 infrastructure specialists into SRE.
- Owned delivery for the platform and a major data-migration initiative, aligning backlog priorities, team capacity, sprint execution, and PI planning with Product and business needs.
- Worked with Product, SRE, Operations, and Support to resolve dependencies and customer issues; presented delivery progress, risks, and trade-offs to executive stakeholders.
- Eliminated recurring memory-depletion failures in background processing through root-cause investigation, automated recovery, health monitoring, and clearer operational indicators.
- Nearly tripled customer import throughput (3.8 to 10.7 records/sec) by coordinating engineering, QA, and SRE on profiling, staging, and batching changes.
- Helped enable daily deployments by identifying coupling risks, introducing reusable NuGet wrapper packages, and coordinating feature flags and rollout dependencies with SRE and Operations.
- Maintained engineering quality across .NET and React/TypeScript modernization through architectural direction, code reviews, and technical mentorship; five legacy modules migrated behind .NET APIs.

### Lead Engineer III

Mar 2014 – Jan 2020

Honeywell | Edmonton, AB

- Led software/hardware integration work using C++, C#, .NET, OPC/OPC UA, Modbus, PLC interfaces, Web API, and Qt, translating device and product requirements into implementable integration approaches.
- Built rapid prototypes to test architecture and product direction before full implementation; one approach reduced estimated redevelopment effort by approximately 50%.
- Designed a unified deployment and configuration application; supported design/PR reviews, SOLID practices, technical risk identification, and mentoring. Led sprint planning, backlog refinement, and standups.

**Technical Lead, Software Development** Jul 2012 – Feb 2014

CannAmm Occupational Testing Services | Edmonton, AB

- Led distributed development and QA teams, coordinating delivery capacity, production support, technical standards, and Agile practices; turned executive priorities into technical plans.
- Improved performance, security, and hosting architecture for an ASP.NET MVC and SQL Server platform; modernized legacy data access using Entity Framework.

## INDEPENDENT PRODUCT

**Founder, Product & Engineering — CrowHub (thecrowhub.com)** Jan 2026 – Present

- Built, deployed, and operate a production local-commerce marketplace, live in Edmonton and Calgary, using .NET 10 APIs and Next.js: listings, reservations, Stripe Connect payments, messaging, and QR-confirmed pickup.
- Used coding agents extensively across implementation, testing, troubleshooting, and deployment while personally reviewing architecture, generated code, production behaviour, and release outcomes.

## EDUCATION, CERTIFICATIONS, AND RECOGNITION

B.Sc. Computer Engineering, University of Alberta, 2012

Hugging Face Agents Certification, 2026

AWS Certified Cloud Practitioner, 2024

Leading Teams with Integrity, The Wharton School, 2023

Leadership & Management Certification, NAIT, 2017

Project Management in Technology, NAIT, 2016

Six Sigma Green Belt and HPD Project Management, Honeywell, 2016

Absorb Software: Best Team quarterly award (twice), Strategic Direction and Pathfinder recognition