
Sean Newman

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Summary

Principal Software Engineer and Architect with 18+ years building large-scale, distributed systems across cloud, on-prem, and hybrid environments. Expert in Java/Spring Boot, microservices and event-driven architectures (Kafka, RabbitMQ), delivering high-availability, zero-downtime deployments for platforms processing 2M+ daily requests. Led architecture across enterprise, financial, and government programs (IRS), integrating real-time communications and contact center tech (Cisco UCCE/Finesse, Genesys) to improve reliability, performance, and cost efficiency. Optimize system performance and mentor teams to deliver measurable outcomes on AWS/Azure with Docker and modern CI/CD.

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 | 01/2015 - 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 which used **Spring Boot REST** services to manage configuration data, post-call reporting, and analytics.

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 hundreds of thousands of records daily, with sharded data storage for high performance, increasing troubleshooting speed by 50%.
 - 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, reducing calls to the telecom team by 30%.
 - 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.
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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