

Chris Colebourn

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OVERVIEW

Outcome-focused technology executive motivated by driving top line growth and profitability, utilizing superior team building and management skills with 25+ years of software strategy expertise. Able to conceptualize large scale project vision from start to finish. Committed to leading teams with respect, transparency, clear expectations and a culture of innovation. Expertise with B2C, B2B, B2B2C, AI, integrations, eCommerce and Supply Chain products. Demonstrated leadership in building, growing and managing highly talented and motivated engineering organizations.

EXPERIENCE

Collette - CTO

April 2024

Multi-day tour operator serving retail (B2C), travel agents (B2B2C), and group travel customers

- Transformed IT into a product-driven tech organization by establishing Product Management, UX/UI, DevOps, and Analytics functions; hired and built out new teams.
- Leading multi-year digital transformation. Created a multi-year roadmap, established collaboration and communication processes which drove transparency, and enabled feedback. Received buy-in from key stakeholders and the board
- Introduced company-wide AI governance and training; accelerated cross-department adoption
- Delivered new self-service tools adopted by ~4,000 monthly active users, improving operational efficiency and reducing support overhead.
- Led CMS implementation for Tour Content and Website, reducing content publishing time from days to minutes and streamlining cross-team workflows.
- Spearheading on-prem to Azure cloud migration to improve reliability and scalability while reducing hosting and maintenance costs.
- Overseeing enterprise-wide CRM transition from legacy platform to Microsoft Dynamics to enhance customer engagement and sales automation.

Wayfair - Head of Engineering, B2B Platform/Experiences

June 2020 - March 2024

Wayfair is the largest online, eCommerce retailer for home goods. Responsible for leading and managing a globally distributed, 200+ member engineering organization.

- Reinvented a monolithic .Net/C# pricing system into a real time, distributed event-driven system leveraging streaming data, data science and machine learning at scale.
- Shifted from on-premise to GCP, reducing costs by ~40% (~4.2M annually).
- Transformed the organization through a combination of hiring, employee development and performance management. Created healthy spans/layers and right sized the team. Empowered teams with accountable engineering and product leaders.
- Successful management of a ~50M technology budget.
- Significantly increased outcome quality and velocity. Improved sprint processes and development/test practices enabling teams to deliver predictable, incremental outcomes weekly.
- Introduced operations best practices improving uptime to 99.9+% for Tier 1 services.

TripAdvisor - VP of Engineering, B2C Hotels

March 2019 - May 2020

TripAdvisor is a leading travel research platform servicing over a billion travelers annually. Responsible for managing the Hotels Engineering group (~100), TripAdvisor's largest revenue generating business

unit (500M+).

- Developed and implemented the vision for transformation of a legacy commerce platform into a suite of high performing, fault tolerant, eventually consistent micro services.
- Built/directed teams to create a new data science pipeline, empowering data scientists to deliver models without engineering involvement.
- Transformed existing web site using pages powered by HTML/CSS/JQuery into a web application based on React and GraphQL that is continuously deployed, extensible, and componentized.
- Significantly improved responsiveness and performance of mobile apps (Android and iOS).
- Improved application security via scheduled penetration tests and simulated DDOS attacks.

TripAdvisor - Senior Director of Engineering

March 2015 - March 2019

Responsible for building/leading high-performing, full stack engineering teams in the Hotels vertical.

- Championed a responsive redesign for the web presentation tier. Eliminated 50% of code in the presentation tier and significantly improved developer efficiency.
- Led TripAdvisor on a multi-year journey from a monolith to a microservices architecture reducing software complexity, time to market, and increasing scalability (1B+ requests/day). Developed an iterative approach allowing business to continue while building over 100 distinct services.
- Managed a multi-team, multi-quarter effort to build Instant Book, a novel approach to PCI compliant partner payment integration, which allowed users to book and pay for hotel stays.
- Instituted web performance standards and best practices that led to meaningful improvements to UX. Utilized Lighthouse for performance analysis and both synthetic and RUM metrics.

TripAdvisor - Director of Engineering

March 2012 - March 2015

Responsible for leading the core platform teams and for scaling the engineering organization.

- Proposed and built a development office in Ottawa; staffed with 50+ developers.
- Hired 100+ highly talented software engineers maintaining high engineering standards.
- Co-led efforts to build an extensive college recruiting pipeline producing 40+ interns annually.

TripAdvisor - Principal Software Engineer, Technical Manager

June 2007 - March 2012

Responsible for a team focused on consumer revenue optimization and SEO.

- Revenue Optimization: achieved multiple years of 20+% growth.
- Improved efficiency of A/B testing by providing tooling empowering analysts to run 100's of tests.
- Optimized the review service memory utilization to scale 10x requests.
- Internationalized the product eventually leading to 15+ languages/currencies
- Led technical efforts to transform from XSLT to Velocity templates backed by Java/Postgres.

CSC (DXC Technology) - Senior Member of Staff

April 2001 - June 2007

DXC technology helps global companies run their mission-critical systems. Responsible for software development to automate/manage insurance products.

- Member of a global, corporate architecture team that created the reference enterprise architecture for the next generation of insurance applications.
- Designed/implemented a code generator to produce JavaScript and JSP pages from specifications written in XML. Facilitated the re-use of this tool on five follow-up projects.
- Trained/Upskilled the team (mainframe developers) in Java & web applications

eBusiness Technologies - Senior Software Engineer

June 1996 - April 2001

eBusiness Technologies developed content management solutions.

- Designed and implemented web applications using JSP 1.0. Developed class loaders to dynamically load JSP pages and class files from the CM repository.
- Embedded a third party Servlet/JSP container via JNI in the C++ Content Management server.
- Collaborated with members of the W3C XSL working group on the 1.0 version.
- Built a rule-based C++/MFC application for converting documents to SGML/XML.

Lockheed Martin - Software Engineer

Jan 1995 - Jan 1996

Lockheed Martin is a global security, R&D and aerospace company. Worked on the Aegis anti-aircraft system for aircraft carriers. Performed real time embedded software development including a data-collection system used to record analysis data from a signal processor. All systems were developed ahead of schedule, within cost, and improved usability, flexibility, and performance.

Stores Automated Systems Inc - Software Engineer

Jun 1994 - Jan 1995

Stores Automated Systems developed POS software for retail stores and gas stations. Developed multi-user software systems and embedded systems for POS applications using the C programming language in a PC environment.

EDUCATION

University of Pennsylvania — *MS Computer Science, 1996*

University of Hartford — *BS Computer Science, 1994*