



**Bonell Ryan**

Executive Search

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**COMPANY & POSITION SPECIFICATION**

**Director of Software Engineering,  
Platform Engineering**



**LOCATION:**

**Remote**

## **COMPANY OVERVIEW**

Since 1972, Credit Acceptance has offered automobile dealers auto finance programs to help them sell vehicles to consumers, regardless of if they have bad or no credit. These programs are offered through a nationwide network of automobile dealers who benefit from sales of vehicles to consumers who otherwise could not obtain financing; from repeat and referral sales; and from sales to customers who come into the dealership believing they have credit issues but qualify for traditional financing. Further, the company reports to the three national credit reporting agencies, giving consumers an opportunity to improve their credit score and potentially qualify for more traditional financing.

Credit Acceptance is unique. Enrolled dealers share in the cash flows from the contract, which creates an alignment of interests and is a critical element of our success. Dealers have an incentive to sell reliable vehicles that last the term of the contracts, as they benefit from those who successfully repay their contracts.

Credit Acceptance is proud to be an award-winning company with local and national workplace recognition in multiple categories! The company's world-class culture is shaped by dedicated team members who share a drive to succeed as professionals and together as a company. Working together as a team has resulted in many national workplace awards, including Fortune magazine's annual "100 Best Companies to Work For" list for 7 consecutive years. Credit Acceptance has also been named to IDG's Computerworld Best Places to Work in IT-Midsize category for the past five years. Based on 2021 survey data, 92% of team members believe Credit Acceptance is a Great Place to Work (GPTW).

A great product, amazing people and a stable financial history have made the company one of the largest used car finance companies nationally. Credit Acceptance is publicly traded on the NASDAQ under the symbol CACC.

## **THE ROLE**

**Title:** Director of Software Engineering, Platform Engineering  
**Reports To:** VP of Engineering – Platform and Tools

### **Position Overview:**

The Director of Software Engineering, Platform Engineering is a brand-new role that will help to modernize the engineering organization at Credit Acceptance by building and leading teams for Site Reliability Engineering, Cloud Engineering, and Database Reliability Engineering. This leader will play a critical role in shaping and executing the company's cloud infrastructure strategy, driving operational excellence, and ensuring the highest levels of system reliability and security. This leader will work horizontally across the organization, building a team that enables fast experimentation, high interoperability, and security and compliance by default.

The ideal candidate is someone who can build and lead a Platform Engineering team to create the foundational infrastructure for Credit Acceptance's scaling while also creating process and structure for the company's growth. They should create a team culture of amplifying scale and creating strong advocates within the product verticals. They should have experience leading a high-performance horizontal engineering team, identifying what the company needs and achieving outcomes that push the company forward and accelerate engineering velocity and productivity.

### **Key Position Responsibilities:**

- Build an SRE team, fostering a culture of innovation, collaboration, and excellence in development and operation of infrastructure platforms.
- Develop best site reliability practices, including the ability to resolve escalated production issues, optimize on-call rotations and processes, document systems encountered, conduct postmortems, establish / monitor SLOs and error budgets, and work with other teams to resolve SLO deficiencies.
- Collaborate closely with cross-functional teams, including development, product management, and security to define and implement reliable, secure, and scalable infrastructure platforms.
- Lead the migration of services from a data center to the cloud (AWS).

- Provide oversight and direction in the development and operation of cloud platforms, ensuring high-quality, scalable, and reliable solutions that meet customer needs.
- Define and implement effective cloud infrastructure, services, and applications monitoring.
- Ensure quick recovery from incidents utilizing well-defined operational procedures, tools, and efficient communication with various internal and external stakeholders.
- Explain cloud architecture and reliability strategies to internal executives and to customers.
- Build the infrastructure so that all teams have a way to deploy their code in the cloud.
- Lead Database Reliability Engineering, improving database reliability and performance aspects.
- Lead responsibility for managing database infrastructure, backup policies and processes, and performance tuning across a breadth of database platforms.
- Design and recommend database architectures that address resiliency, durability, and high availability concerns.
- Maintain and troubleshoot database systems in production, staging, and sandbox environments.
- Implement / monitor metrics for databases across the organization.
- Provide database expertise to engineering teams.
- Work on automation of database infrastructure.
- Plan the growth and manage the capacity of the databases.
- Support and debug database production issues.
- Drive a results-oriented culture with a strong focus on execution, quality, and speed.
- Measure and track the SLA for mitigation/resolution of Cloud issues. Come up with measures to minimize the cloud issues.
- Recognize process and product gaps early and able to drive changes to achieve better outcomes
- Keep the product quality bar high, prioritize service stability features/product gaps/issues.

#### **Professional Qualifications:**

- BS/MS in Computer Science, engineering/technical degree, MBA preferred.
- 15+ years of experience in highly technical roles in development or enterprise services, at large organizations or innovative startups.
- 5+ years of supervisory, consultant or team lead experience.
- Deep understanding of distributed systems design, cloud technology, and their components, dependencies, and code that defines infrastructure
- Working knowledge of the financial services industry, loan origination systems, web-based applications, and the automotive industry a plus.
- Experience working with AWS cloud databases such as RDS, Aurora, DynamoDB, ElasticCache, MongoDB Atlas
- Knowledge of SRE principles, including monitoring, alerting, error budgets, fault analysis, and other common reliability engineering concepts.
- Extensive hands-on experience building cloud infrastructure and operating mission-critical services in production environments which are required to have high availability and reliability.
- Strong knowledge of cloud infrastructure: compute, networking, storage, and other cloud services.
- Proven ability to think strategically and align technical initiatives with business objectives.
- History providing a strong technical vision for teams and ensuring consistent delivery of objectives.
- Experience formulating a team's technical strategy and roadmap, collaborating and partnering effectively with several other teams to execute on shared goals.
- Solid people skills and ability to guide software engineers through database best practices with regards to security, schema design, and migrations at scale.
- An automation mindset that strives to reduce manual interventions wherever relevant.
- Demonstrated ability to manage multiple teams.
- Demonstrated ability to communicate with C-Level leaders.
- Working knowledge of Service Oriented Architecture (SOA).
- Experience with Agile or Feature Driven Development a plus.
- Ability to respond promptly and effectively to problems, projects and tasks.
- History of organization, with the ability to multi-task and prioritize multiple requests.
- Track record of conveying complex information in a timely and easily understood way to all levels of the organization.
- Ability to demonstrate insight; make recommendations as opportunities arise.

- Customer focused – keeping the customer and the company’s best interest in mind.
  - History of innovation, using creativity and insight to solve complex problems.
  - Strong executive presence and ability to excel ideas and initiatives.
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**FOR MORE INFORMATION, PLEASE CONTACT**

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