

Terry Cabeen

tcabeen@gmail.com || 303-579-0654

Proven software engineering leader and data-driven product manager with a people-first approach leading high-performance teams to building high quality, maintainable products that delight customers.

History

Divvy (acquired by BILL), Draper, UT

2022 — 2023

Manager of a seven-person team over all transaction processing and decisioning, fraud detection, and dispute submission, managing over \$1b in spend per month with industry-leading uptime and swipe response times.

Manager, Software Development (Decisioning and Fraud team)

- Enabled BILL spend on Divvy by creating a product slated to provide \$120M in first-year revenue
- Improved transaction processing speed over 2x while facilitating >20x bandwidth for future growth
- Oversaw a team that wrote two RFCs for key technology adopted by the company
- Created a more fun on-call rotation that improved team morale and reduced response time by half
- Helped 4 developers navigate promotions (two staff, two senior) through mentorship and coaching
- Built trust with Risk and Revenue departments to help navigate a change that reduced exposure by over \$3mil without compromising customer experience or revenue growth
- Strengthened bond with Product and QA to cut bug count and incident response times by 50%+
- Created and presented leadership with company-wide presentations and materials to raise awareness and provide resources for improving productivity and quality-of-life for neurodiverse team members
- Co-lead of "BILL'd Ability" ERG, providing resources and organizing talks to promote awareness, build acceptance, and improve employee's sense of belonging
- Conducted all of the standard managerial duties (reviews, one-on-ones, and reporting status upward)
- Built and maintained a culture of extreme ownership, mutual support, and high psychological safety

Quote

"Terry is the kind of manager everyone hopes to have some day. He's the most dedicated, creative, and kind leader any team could ever ask for. He got to know our team so well and relied on his knowledge of each team member to perfectly motivate each of us." -Senior Software Developer

Hitachi Energy (formerly ABB), Broomfield, CO

2015 — 2022

Velocity group in the PowerGrids division provides industry data and maps for North America and Japan.

Intern Manager

- Took over summer intern program for our group, providing end-to-end coverage from recruiting to onboarding, more than doubling team productivity and boosting company reputation by consistently achieving a +100 NPS for my program (company average was +25)
- Improved mentorship offerings and promotion, increasing offer acceptance rate over 300%
- Mentored and trained interns, helping 25% get hired on full time and improving prospects for the rest

Data Acquisition Developer

- Built relationship between data acquisition and data analysis, cutting error rate by >90%
- Initiated a repeatable, Agile process for providing requirements and integrating continuous feedback on deliverables, improving data completeness to >99.9%
- Created integrated data acquisition SDLC, reducing script maintenance >95%
- Empowered more than a dozen analysts through SQL and Python trainings, enabling them to better maintain their own data processes, and reducing support burden on data acquisition by 70%
- Architected a new system for the acquisition and ingestion of all energy market data in Japan

Quotes

"One of the best things that ever happened to me at Hitachi ABB Power Grids is working with Terry. He is one of the best leaders/mentors I have had. The reason is that he keeps learning and asking for feedback in order to become better, although he is already being excellent. He respects and honors who I am as a person, works in my interest and is attentive to my needs. He inspired me to do things I never thought I could." -*Analyst intern, now Senior Data Analyst at Deloitte*

"Terry is a natural leader and mentor who inspires team members to produce their best work. From the beginning of our relationship, Terry created an inclusive environment where I felt enabled to succeed on a variety of projects. He served as a mentor to me throughout my time at Hitachi ABB Power Grids, helping me grow my skillset as well as my career. Terry is an effective communicator who is able to break down barriers between team members. He treats every member of the organization with respect and his empathy has been an asset in building relationships. Terry is often looked on to take lead on a critical project, and has done so numerous times, driving said projects to completion. Above all, what stands out to me the most about Terry is his genuine satisfaction in seeing others grow and develop." -*Team Lead, now Associate Director of Data Science*

Jetpack Ready, Denver, CO

2012 — 2017

Two-person consulting company providing web development, data management, and related problems for businesses of all sizes.

Co-Founder and Project Lead

- Designed and developed a WordPress site for Fusion Specialties, the world's largest mannequin maker
- Created a custom responsive site template for Crocs corporate site incorporating widgets, a blog, dozens of unique pages, and full social media integration
- Brought Crocs into legal compliance by developing a custom data-driven patent lookup page
- Enabled Clinica Tepeyac, a low-cost community resource, to integrate 100% of their data with Denver Public Health resources by creating an SSIS-based translation engine to aggregate and migrate data

Quote

"Terry is skilled at shielding his team from external pressures and distractions. He expertly translates executive objectives to his team, allowing them to focus on their work without unnecessary stress. Furthermore, he finds opportunities for his team members to grow and advance in their careers." -*Co-Founder, now Senior Manager at Bill*

Envysion, Louisville, CO

2013 — 2015

Video-centric business intelligence platform helping businesses prevent loss

Senior Database Developer

- Rearchitected existing platform to improve logical structure and allow operations to scale 5x
- Enhanced indexing and partitioning to improve platform response time by over 30%
- Designed and built reports to add value to core product offerings and improve customer satisfaction

Reed Group, Broomfield, CO

2012 — 2013

Multi-tenant SaaS employee leave management product incorporating applicable laws and regulations

Database Engineer

- Developed new system functionality in collaboration with product, C# developers, and QA
- Identified and eliminated bugs in new and existing code supporting hundreds of clients
- Improved the build and deployment process, reducing downtime and improving quality

HealthGrades, Denver, CO

2009 — 2012

Healthcare provider ratings, built on a statistical model created with in-house physicians

Database Developer and Product Owner

- Rewrote core ratings process, reducing ongoing development time by 90% and reducing processing time by up to 99.5%, turning a multi-week process into a single day's work, and improving quality
- Architected and built a model translation tool, replacing a 12 person-month manual process with a two-minute program with integrated test automation and resolving bugs up to 6 years old
- Introduced a proper file-versioning process and trained other database developers to check in and maintain their scripts

Non-Profit and Committee Work

Mountain Phoenix Community School, Wheat Ridge, CO

Governing Council (Board Member)

2021 — 2022

Justice, Equity, Diversity + Inclusivity [JEDI] (Committee Chair 2020-2021)

2017 — 2023

Foundation Committee (non-member contributor)

2015 — 2016

Website Redesign Sub-Committee Founder and Project Manager

2014 — 2015

Denwhere, Denver, CO

Co-Founder and Board Member

2012 — 2016

Education

Computer Science; Purdue University, West Lafayette, IN

1994 — 1998

Spanish; Miami-Dade College

2005 — 2007

Outstanding Foreign Languages Student Award, 2007

Certified Scrum Product Owner (through ScrumAlliance)

2015 — 2017

Mental Health First Aid training (Jefferson Center for Mental Health)

2018