

CODY J. BOILLOT, MBA, CSM

Technical Program Manager | Engineering Leader | AI Evangelist | Team Builder & Coach
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PROFESSIONAL SUMMARY

Technical program and engineering leader with 15+ years driving complex, multi-team technology initiatives from concept through delivery. Certified Scrum Master and MBA who runs concurrent programs across infrastructure, platforms, AI, and engineering operations — setting measurable metrics, reporting risk and progress to leadership, and clearing roadblocks for teams. A hands-on builder who ships: founder of a revenue-producing, AI-agent-powered SaaS CRM and architect of multiple internal platforms now used daily across a 40+ person engineering organization. Most proud of the people side — personally hired, coached, and graduated 60+ junior engineers into fully independent contributors, reshaping team culture around learning, ownership, and knowledge-sharing.

CORE COMPETENCIES

Technical Program Management • Engineering Team Leadership, Hiring and Coaching • Agile / Scrum Delivery • Multi-Project and Dependency Coordination • AI and Agentic Systems • Talent Development and Training Programs • Metrics, KPIs and Risk Reporting • Vendor Consolidation and SaaS Implementation • Platform and Product Development • IT Infrastructure and System Lifecycles • Stakeholder Communication • Change Management and Adoption • Regulated / Compliance-Driven Delivery

PROFESSIONAL EXPERIENCE

Founder & Builder

LoPro CRM LLC 2024 – Present

- Designed, engineered, and launched a **revenue-producing** SaaS CRM platform powered by autonomous AI agents — single-handedly architecting the full stack from data model to agent orchestration and taking it from concept to a live, paying product.
- Built autonomous AI-agent workflows that handle core CRM functions (data entry, enrichment, follow-up, and reporting), demonstrating deep, hands-on command of agentic AI applied to real business systems.
- Owned the entire system lifecycle — infrastructure, integrations, deployment, go-to-market, and customer onboarding — proving end-to-end delivery of a scalable commercial product, not just management of one.

Software Development Engineering Manager — AI, Learning, Gaming & Digital Platforms

Sinclair Digital 2023 – Present

- Manage multiple concurrent technology programs across a 40+ person engineering organization, owning planning, timelines, resource allocation, and delivery from initiation through completion.
- **Transformed team culture and capacity by hiring 60+ junior engineers and personally coaching and training them** into fully independent engineers who graduated onto permanent product teams, achieving 90%+ retention and building a durable pipeline of homegrown talent.
- Architected and shipped a suite of internal platforms (detailed below) now used daily across the engineering organization, spanning AI app-building, deployment automation, project delivery, training, and broadcast operations.
- Led a vendor consolidation initiative replacing multiple suppliers with a single platform, negotiating contracts and managing the transition to deliver **\$5M+ in annual savings** with zero disruption to operations.

- Established structured accountability rituals (standups, retrospectives, team updates) and tracked measurable metrics, reporting progress, milestones, and risks to leadership.
- Founded a weekly TED-style speaker series (Tech Talks) that reshaped culture around education and knowledge-sharing, while building presentation and public-speaking skills across the org.
- Drove change management and adoption of new tools and workflows, training 60+ team members and serving as primary liaison between engineering and business stakeholders.

Product Owner & Engineering Manager

Indiana Dept. of Workforce Development 2021 – 2023

- Led delivery across 3 teams for large-scale platforms serving thousands of users, coordinating cross-functional dependencies, sprint ceremonies, and delivery against cost and schedule targets.
- **Improved operational reliability and release predictability by 35%** through process improvements and structured accountability.
- Served as Voice of Customer liaison, translating user feedback into prioritized, actionable initiatives in a public-sector, compliance-driven environment.

Software Engineer & Scrum Master

Sallie Mae 2018 – 2021

- Delivered enterprise applications and automated business workflows in a regulated financial-services environment; coached teams on Agile best practices and consistent delivery cycles.

Senior Operations & Sales Manager

Angi & Others 2010 – 2018

- Managed site-level operations and built training programs that measurably accelerated team productivity and engagement across multiple business units and locations.

Combat Sergeant & Aviator

U.S. Air Force 2001 – 2010

- Deployed multiple times across two wars in Iraq and Afghanistan, leading airmen in active war-zone operations where readiness, discipline, and split-second decisions carried life-or-death stakes.
- Promoted to Sergeant and entrusted with direct leadership of personnel under combat conditions, responsible for their training, safety, performance, and morale in sustained high-pressure environments.
- Completed Airman Leadership School, the Air Force's foundational leadership and management program, formalizing the people-leadership skills that anchor my career today.
- Managed operational readiness and strict safety-compliance standards across deployments, maintaining mission performance with zero tolerance for error.
- Held Top Secret/SCI clearance (now expired).
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KEY PROJECTS & PLATFORMS BUILT

Internal platforms designed, built, and launched at Sinclair Digital — each conceived to solve a real organizational need and adopted into daily use.

Vibe Genie — AI app-building platform (internal Lovable clone)

- Built an internal AI-powered app-generation platform that lets engineers and non-engineers spin up working applications from natural-language prompts, bringing rapid prototyping in-house and removing dependence on external low-code vendors.

Deploy Genie — *Self-service deployment platform*

- Created a self-service deployment system that lets users stand up applications on AWS behind the company SSO with a custom URL — turning a manual, engineering-gated process into a few-click workflow and dramatically shortening time-to-launch.

Training Hub — *Gamified engineer skill-development platform*

- Designed a gamified learning platform that helps new and veteran engineers target and close individual skill gaps, using badges and achievements to drive engagement — central to the program that graduated 60+ junior engineers into independent contributors.

DaaS — Development as a Service — *Streamlined project-delivery platform*

- Built a simpler, faster, more usable alternative to Jira for managing development work; launched on AWS serving 100+ daily users, defining service standards, adoption metrics, and UX benchmarks from scratch.

Station Portal — *All-in-one broadcast operations web app*

- Developed a unified portal giving users access to every station owned by a large media broadcast company — market info, endpoints, schedules, and personnel — including a live-TV module to view what each station is broadcasting in real time.

Tech Talks — *Weekly internal speaker series*

- Launched a weekly TED-style talk series where volunteers present on a topic of their choice, fostering a culture of education and knowledge-sharing while developing presentation delivery and public-speaking skills across the organization.

EDUCATION & CERTIFICATIONS

- Doctor of Industrial & Organizational Psychology (Candidate, 2026), Touro University
- Master of Business Administration (MBA), University of Phoenix
- Bachelor of Arts, Political Science, University at Buffalo
- Certified Scrum Master (CSM)

TECHNICAL SKILLS

Project & Collaboration: Jira, Confluence, Smartsheet, Airtable, Miro, Figma, Microsoft Office Suite

Platforms & Infrastructure: AWS, React, Node.js, REST APIs, CI/CD, SSO integration

Analytics: SQL, KPI dashboards, workforce analytics

AI: Agentic AI systems, Claude Code, Cursor IDE, Codex, n8n, custom AI platforms built in-house