SHANNON SKIPPER

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Chief Technology Officer & Director of Engineering

Visionary leader with over 16 years of experience in software engineering and product management across diverse B2B and educational startups and large fintech companies at scale. Shaped developer narratives, drove product-led growth, and optimized engineering operations for improved reliability and scalability. Directed cross-functional teams, defined technology strategies, and promoted cultures of innovation and accountability. Delivered highly opinionated technical solutions, built user-friendly apps, and aligned product roadmaps with long-term business objectives.

Core Competencies

Engineering Manager of Engineering Managers | Developer Relations Strategy | Product & Technology Roadmaps
Project Management | Program Coordination | Success Metrics & KPIs | Product-Led Growth | Team Collaborations
Platform Stability & Scalability | Data-Driven Decision Making | Recruitment & Mentorship | Stakeholder Alignment

Technical Skills

Ruby | Shell | DevOps | Elixir | Clojure | Rust | AWS | Google Cloud | Agile Methodologies

Professional Experience

Square & Cash App | October 2017 – May 2024 | Remote

Global Head of Developer Relations

- Guided cross-functional teams in engineering management while overseeing the execution of complex projects.
- Led engineering managers and software product managers to augment the performance of Developer Success Engineering, Developer Relations Engineering, Developer Advocacy, and Technical Writing teams.
- Directed product improvements across Square, Cash App, and TIDAL business units by orchestrating API architecture.
- Increased adoption of Square SDKs from ~28% to over 70% through the implementation of targeted client initiatives.
- Gained over 17M views and 132K watch hours by developing Square's developer video program.
- Advanced language/platform initiatives by pioneering efforts as a principal member of Language and Ruby Core teams.
- Steered virtual teams, including API Working Group, SDK Working Group, Technical Examples Working Group, Voice of the Developer Working Group, and Block Engineering Brand.
- Strengthened collaboration with Flutter and Dart, Google Pay for Business, and Google Cloud AI by forging partnerships with Google.

The Industry, Inc. - Entertainment Startup | May 2015 – Oct 2017 | Los Angeles, CA

Chief Technology Officer (CTO)

- Developed and launched a Phoenix app using Elixir by harnessing WebSocket channels and gaining real-time updates.
- Enabled automated scorecard generation and complex data aggregation by architecting Ruby on Rails applications with capabilities to integrate multiple APIs.

- Engineered scalable real-time WebSocket solutions by overcoming the challenges of building prototypes with a pre-release version of Phoenix and exploiting Elixir's fault tolerance and supervision capabilities.

SkuRun, Inc. - B2B Startup | Jan 2012 – May 2015 | Los Angeles, CA
Chief Technology Officer (CTO)

- Managed a successful exit by leading backend/mobile teams for a startup acquired by Scientific Games in 2015.
- Boosted user engagement by designing and developing an iOS app with a Sinatra API and Rails backend.
- Protected intellectual property by securing multiple patents related to BLE motes, an iOS SDK, and a Python client/server for proximity detection and interaction.
- Guaranteed smooth fault-tolerant integration of energy-efficient Arduino devices with command and control servers.
- Innovated a novel proximity system, enabling iPhone/Android devices to interact with a server for in-person experiences.
- Deployed a cutting-edge augmented reality B2B solution by guiding a multinational team to integrate multiple novel technologies, across over a dozen states.

Professional Boundaries, Inc. - Educational Startup | Sep 2010 – Jan 2012 | Princeton, NJ
Chief Executive Officer (CEO)

- Launched multiple online courses and partnered with 72 colleges/universities, including UC schools, by spearheading a team in developing educational apps and leveraging existing educational resources.
- Recruited dozens of MD, JD, and PhD professors, and deployed risk assessment algorithms for online courses.
- Streamlined integration with diverse course administration systems by designing a flexible API system.
- Secured contracts with top universities nationwide through successful partnerships and program implementation.

Additional Experience

Attorney - Pate & Cochrun, L.L.P. | June 2007 – Sep 2010

- Advocated in complex litigation cases, involving medical malpractice, product liability, and mass tort.
- Secured millions in settlements and judgments, representing clients before State and Federal appellate courts.

Director of IT – Assured Cabling | Atlanta, GA

Technology Director – Alabama Democratic Party | Montgomery, AL

Selected Talks & Appearances

Keynote at Square Unboxed – Shannon Skipper & Iddriss Sandu | YouTube Link

RailsConf 2019 – Learn to Make an API-Backed Model with Square's Ruby SDK | YouTube Link

First External Guest – Google's Boring Show | YouTube Link

Education

Graduate Education

Juris Doctor (JD) – Cumberland School of Law

- Studied at Sidney Sussex College, University of Cambridge | Articles Editor, American Journal of Trial Advocacy

- Board Member, Henry Upson Sims Moot Court Board | Judge Abraham Caruthers Teaching Fellow, Legal Writing

Undergraduate Education

Bachelor of Arts (BA) in Philosophy – University of Oregon

- Studied at the Université Catholique de l'Ouest | Philosophy degree with an emphasis on symbolic logic