



SEAN NEWMAN

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DEAR HIRING MANAGER,

I am a Principal Software Engineer and Architect with over 18 years of experience designing, building, and scaling large, distributed systems across cloud, on-premises, and hybrid environments. My career has been centered on transforming complex technical challenges into reliable, high-performance platforms that support business growth, operational efficiency, and mission-critical outcomes.

Throughout my experience, I have led the architecture and delivery of cloud-native and enterprise systems processing millions of daily requests, with a strong emphasis on availability, security, and zero-downtime deployments. I specialize in Java and Spring Boot-based microservices, event-driven architectures using Kafka and RabbitMQ, and modern CI/CD pipelines with Docker on AWS and Azure. My work consistently improves system resilience, performance, and scalability while reducing operational risk and cost.

I bring deep expertise in real-time communications and contact center platforms, including Cisco UCCE/Finesse and Genesys, where I have designed and integrated secure authentication, real-time workflows, analytics, and automation. These solutions have improved agent productivity, enhanced customer experiences, and enabled data-driven decision-making across enterprise and government environments. I am particularly skilled at modernizing legacy systems and aligning technical solutions with compliance, security, and regulatory requirements.

Beyond hands-on engineering, I serve as a technical leader and mentor, collaborating closely with product owners, stakeholders, and cross-functional teams. I help translate business objectives into clear architectural strategies, guide teams through design and delivery, and ensure solutions are maintainable, scalable, and aligned with long-term goals. My approach balances innovation with pragmatism, ensuring technology directly supports organizational mission and growth.

I am motivated by opportunities where technology plays a strategic role in driving impact. I bring a proven ability to optimize systems, strengthen platform reliability, and enable teams to deliver measurable results. I am confident in my ability to apply my skills and experience to support organizational objectives, improve operational excellence, and help build systems that scale with future demands.

Sincerely,

Sean Newman