

Keith Vance

Software engineering leader with 13+ years of experience at firms like Cisco and The Knot Worldwide. Strategic thinking that drives results and delivers for our customers. Results include: Drove operational excellence of antiquated fulfillment system, increasing performance from failing to 100% perfect. Increased team efficiency by 40% year-over-year by implementing Agile Jira board and coaching engineers in active listening and conflict resolution. Promoted a culture of collaboration that builds trust and alignment across the organization. Ambiguity happens, it's how it's managed that matters. Always hungry to take it to the next level with a strong entrepreneurial spirit. Scaling products, scaling teams, and creating an inclusive environment that encourages sharing ideas and discussing solutions as a team. Leveraging the latest tech to solve problems such Artificial Intelligence and modern programming languages like Rust.

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📍 Washington, DC

WORK EXPERIENCE

The Knot Worldwide

Software Engineer Manager

April 2020 - November 2025

- Strong leadership created a culture of collaboration, respect and the free flow of ideas
- Operational excellence. Took an antiquated ordering/fulfillment system that was failing customers by the hundreds to being 100 percent perfect
- Lead team of three engineers slaying tech debt and standing up new, resilient and scalable enterprise solutions
- Pushing the use AI to improve operational excellence and customers support. Personally built an AI appliance to reason about company data
- Leveraged AI for application design, coding and writing tests
- As a leader, create an environment that fosters happy engineers. Happy engineers do better work than stressed out engineers.
- Regular 1:1s help keep everyone focused
- Guided engineers in developing leadership and conflict resolution skills, leading to a 30% decrease in communication-related roadblocks on critical enterprise initiatives, directly leading to faster product deployment
- Guided design and architecture solving today's problem today and worry about tomorrow's problems tomorrow - to an extent
- With no project manager support, built out Agile Jira board and run the sprint planning, backlog refinement and daily stand-ups
- High performing team cleared 100 plus points a month - that's 40 percent increase year over year

Cisco

Software Engineer

December 2014 - April 2020

- Crafted from the ground up, the fulfillment system to support Cisco's business telephone customers, such as Comcast and Verizon - many millions in revenue every year
- Distributed system design and architect that assumes all systems can and will fail
- Designed robust APIs - Rest and SOAP to support fulfilling of business telephone customers
- Stood up custom tooling (Symfony) so operations team can manage the ordering and fulfillment systems
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With the assumption that everything will fail, architected integrity service to verify delivery of all contracted services to Cisco business telephone customers

NIC USA

Software Enginner

June 2012 - December 2014

- Created custom web applications for state of Vermont government agencies using PHP, Drupal and Symfony
- Facilitated communication between Vermont state officials and company engineers, translating technical requirements into actionable development tasks for new web applications
- Spearheaded the design and delivery of custom web applications using Drupal and Symfony frameworks, collaborating directly with government stakeholders to address specific needs
- Full stack: PHP, HTML, CSS, Sass

NaplesRentals.com

Owner

1997-2017

- NaplesRentals.com was my billion dollar idea. Long before anyone heard about AirBnb, I created NaplesRentals.com, with the goal of starting in Naples, Florida and then spreading out across the country.
- Unfortunately, it didn't work that way. While I was good at the tech and building the product, I needed someone to do the business side of things, and I never found that person.
- NaplesRentals.com was still a success. I connected tens of thousands of travelers with people who had vacation rentals in Naples, Florida.
- There is a new version of NaplesRentals.com coming soon though.

EDUCATION

University of Washington

Bachelor in Journalism

Septer 2008

PROJECT

MyAI

2025

- It's not really named MyAI, I haven't named it. I've been building an application that will allow people to have access to very powerful AI agents running locally and securely on their own computers using their own proprietary data to feed the AI agents.

SKILLS

Product Design ●●●●●

Business Acumen ●●●●●

Leadership ●●●●●

- Node.js
- React
- Typescript
- Rust
- AI coding assistants
- Python
- Tortoise text-to-speech
- AI Rag modeling