

TIFFANY WOOD

(360) 718-0456 · tiffanyjesterwood@gmail.com · Vancouver, WA · LinkedIn

PROFESSIONAL SUMMARY

Results-driven technology executive with 20+ years of software engineering and architecture experience, including 11+ years of progressive leadership at a Fortune 500 organization. Proven track record directing enterprise architecture, product strategy, and digital transformation initiatives across multi-banner healthcare ecosystems. Expertise spanning cloud infrastructure, systems integration, platform modernization, and building high-performing technical teams. Equally effective as a hands-on principal engineer or senior technical leader; known for translating complex technology strategy into measurable business outcomes.

CORE COMPETENCIES

Leadership & Strategy: Enterprise Architecture · Product Management · Technology Roadmapping · People Leadership · Stakeholder Engagement · Cross-Functional Collaboration · Vendor Governance · Agile/Scrum · Demand Intake & Prioritization

Architecture & Product Alignment: Translating Business Objectives into Technical Roadmaps · Build vs. Buy Decision-Making · Cost-Benefit & ROI Analysis · Technical Debt vs. Feature Velocity Trade-offs · Architectural Trade-off Analysis · Risk-Informed Decision-Making

Architecture & Systems Design: Cloud-Native & Distributed, Event-Driven, Domain-Driven, Serverless Architectures · Scalability, Durability & Performance · Data Management · Reliability & Resilience · Security & Identity · Infrastructure as Code · Integrations & Communication Strategies

PROFESSIONAL EXPERIENCE

Director, Enterprise Architecture & Product Management

2023 – 2026

Banfield Pet Hospital (Mars, Inc.) · Vancouver, WA · Remote

- Led combined Enterprise Architecture and Product Management organizations, driving strategic alignment between long-term platform, product, and tech debt remediation roadmaps.
- Designed the organization's future-state technology roadmap and drove adoption of a new enterprise EHR platform at scale — architecting data migration automation from a legacy core system and presenting the multi-cycle strategy directly to senior leadership as the foundation for long-term platform planning.
- Led delivery of key initiatives including eCommerce platform, client mobile app development, virtual care, intuitive client scheduling, veterinary diagnostic lab integrations, controlled substance monitoring, affordable preventive care plan offerings for underserved pet owners and more.
- Directed architectural oversight and compliance governance of a custom PCI-compliant Payment Gateway, spanning relationships with Wells Fargo and Fiserv, POS transactions, and batch payment processing. This solution processes ~\$3B annually.
- Introduced a lightweight (SWAG) estimation framework and cross-functional prioritization model, turning an ambiguous, unstructured intake process into a governed demand queue stakeholders could evaluate and plan against for the first time.
- Led team hiring, onboarding, and restructuring through significant organizational change and the Product team transition, maintaining full-service delivery throughout.
- Achieved top-ranking scores on the company-wide associate engagement survey across IT, reflecting strong team culture and associate engagement.
- Provided executive presence and a confident voice in high-stakes negotiations; championed technology strategy as a lone voice in cross-functional leadership forums.
- Established strong relationships across the Mars ecosystem, providing architectural guidance to peer banners including Mars Petcare, Mars Veterinary Health, Vetsource, AniCura, BluePearl, and VCA.

Architect, Digital Solutions

2020 – 2023

Banfield Pet Hospital (Mars, Inc.) · Vancouver, WA · Remote

- Delivered architectural guidance for all major initiatives including practice management, payments and banking, client digital channels, solution integrations, cloud-native and hybrid infrastructures — supporting phased rollout milestones.
- Established enterprise architecture governance processes: led a vendor security review team responsible for vendor relationships, contract management, and data privacy and compliance.
- Consistently identified misalignment between individual initiatives and broader organizational objectives, confidently realigning roadmaps with stakeholders to prevent costly rework.

Senior Technical Lead

2015 – 2020

Banfield Pet Hospital (Mars, Inc.) · Vancouver, WA

- Architecture lead for ecommerce, hospital scheduling, and cloud-to-consumer projects.
- Led Innovation R&D team delivering prototypes, proofs of concept, and estimations.
- Managed cross-team technical relationships across onshore and offshore development teams.
- Established delivery metrics and standards.
- Served as technical SME resource for critical Mars enterprise initiatives.

EARLIER CAREER

Senior Software Developer · Office Ally · 2013–2015

- Led development and maintenance of the company's EHR platform, including scalability and performance improvements to existing systems.
- Led multiple development teams spanning local, out-of-state, and offshore developers.
- Guided the company through Meaningful Use certification, establishing agile practices, delivery metrics, and standards along the way.

Software Developer · Mid-Columbia Medical Center · 2012–2013

- Led development of paperless intake, budgeting, and other custom applications, partnering directly with business stakeholders on requirements.
- Provided architectural oversight and documentation while mentoring and training other developers.

Senior Software Engineer · Archaio LLC · 2004–2012

- Led development of a scaled 3D blueprint rendering application used by Homeland Security for emergency assessment.
- Built an emergency management documentation system for Clark County, NV, deploying plans and blueprints directly to first responders.
- Delivered building inspection reporting software for Siemens fire inspections.
- Led a team of offshore developers while coordinating directly with Homeland Security stakeholders to deliver a critical application on time and on budget.

PERSONAL PROJECTS

RallyStream / RallyRecon — Real-Time Live Streaming Platform

Ongoing

Independent / Self-Directed

- Architected and built a real-time scoreboard overlay platform for live sports broadcast, driven by SignalR for real-time score updates and supporting multiple rendering performance tiers (60fps/10fps) to balance visual quality against resource cost.
- Designed and deployed cloud infrastructure on Azure Container Apps and Azure Static Web Apps, plus a dedicated VM for a stabilized FFmpeg/WebKit2GTK rendering pipeline delivering reliable 1080p output.
- Built RallyRecon, a companion .NET API that reverse-engineered a third-party vendor's SignalR hub to enable live tournament data access where no public API existed.

EDUCATION

Computer Software Engineering Technology (CSET)

Portland Community College · Portland, OR

ADDITIONAL KEYWORDS

Enterprise Architecture · TOGAF · Core Banking · Digital Transformation · Platform Modernization · Technology Roadmap · Azure · Azure OpenAI · Copilot · AKS · Azure Container Apps · Azure Functions · APIM · Azure Service Bus · Azure Logic Apps · Azure App Service · Azure Data Factory · Azure Cosmos DB · Azure Cache for Redis · Azure Key Vault · Azure DevOps · GitHub Actions · Bicep · ARM Templates · Terraform · SignalR · Azure AI Services · Cognitive Services · OAuth 2.0 · OpenID Connect · Microservices · API Integration · REST · GraphQL · Hybrid Integration · Product Management · Agile · Scrum · Data Migration · Healthcare IT · EHR · SaaS · Vendor Management · Staff Principal Engineer · Director of Engineering · Director of Product · People Leadership · Fortune 500 · Technical Strategy · CI/CD · DevOps · .NET · C# · Angular · TypeScript · SQL · NoSQL · Docker · Kubernetes · Event-Driven Architecture · Serverless · Modular Monoliths · Service-Oriented Architecture (SOA) · Load Balancing · Horizontal & Vertical Scaling · Fault Tolerance · Circuit Breakers · Rate Limiting · Graceful Degradation · Disaster Recovery Planning · Containerization · Infrastructure as Code · gRPC · Message Queues (Kafka, RabbitMQ) · Event Streaming