Aidan Owens

26895 Aliso Creek Rd; Aliso Viejo, CA 92656

https://linkedin.aidanowens.link 949-478-4239 aidan.owens@gmail.com

Hands-on Solution Architect leading design, development and support of **programming, engineering, DevOps, SecOps**, **Automation**, **DBA** and **Compliance** of consumer-facing web-based applications. Proven business acumen in leadership, operations and management of technical staff and implementations. Extensive experience in vertical markets of eCommerce (B2B & B2C) of *heavily regulated controlled substances*, health care, aerospace manufacturing, materials testing, education, marketing, video distribution and supply chain business operations management.

Professional Experience

2019 – Current: Sr Solution Architect

Merkle. Irvine, CA. 92618

Architect and support two simultaneous B2C eCommerce projects based on Adobe Commerce (a.k.a. Magento Enterprise on-prem) for Altria, a Fortune 500 client. Architect and manage custom regional solutions for the sale of heavily regulated nicotine and tobacco products, supporting complex federal, state and regional limitations.

Architect & Manage: Manage three remote development teams (on-shore and off) as Sr. Solutions and Technical Architect. Provide developer guidance, document expectations. Oversee development budget and resource allocations for each project. Client-facing interface for all technical implementations. Oversee integrations within complex environments with dozens of partner / solution providers ranging from identity and age verification management, sales and excise tax, infrastructure observability, SAP/OMS processing, fulfilment and transactional messaging.

PCI-DSS: Implement and maintain **PCI-DSS Level 1 compliance** (v3.2.1) with ROC of compliance (4 years).

Security: Assist **Security division** with ongoing monitoring and vulnerability assessment and remediation. Implement custom SBOM and vulnerability monitoring. Routine vulnerability assessments as standardized development cycle.

Infrastructure & Hosting: Assist **Infrastructure and Technical Managed Services** divisions with daily support of on-prem and cloud (AWS) infrastructure. Oversee systems performance monitoring, IDS, patching and assist hands-on with troubleshooting, performance and security hardening.

Development CI/CD: Establish and refine developer tools supporting Docker, Git integration. Integrate PSR compliance for PHP, incorporate vulnerability and antivirus scans into local dev environments and as part of Git change review and management. Refactoring tools for multiple Magento upgrade projects. Automate browser validation and regression testing as part of CI/CD.

Compliance and Governance: Provide ongoing consultancy to [Client] as part of their FDA, FTC and Dept. of Justice compliances. Consult to [Client]'s legal teams regarding support of regional regulation and legislation compliance as they impact eCommerce ecosystem.

Machine Learning/AI: Developed an extension using machine learning to provide product flavor combination recommendations to new consumers based on previous repeat orders by previous customers.

2010 - 2018: Sr. Solutions Architect, Founder, Application Development Manager

Ibex Data Services, Inc. Aliso Viejo, CA. 92656

Specialize in automation, ETL "middleware" and business workflow improvement utilizing database and web-based technologies. Manage multiple teams of developers, designers and engineers to complete complex enterprise-class web application projects generally exceeding $1M budgets. Provide extensive fully-managed hosting services as a hands-on DevOps utilizing AWS, Azure, Google cloud and dedicated solutions.

CI/CD: Developed a complex multi-project task management system synchronizing code repositories, time and accounting management into an integrated system. Integrated solution into client-provided task management and notification systems. Dramatically improved profitability and reduced staff overhead by improving data management efficiency across a broad spectrum of vertical markets.

Client: Edge5 Automotive (Email/SMS) Marketing - Consolidated and stabilized enterprise network infrastructure, reduced technical and staffing overhead by creating an integrated marketing portal and standardizing platforms while overseeing national email, social media and SMS marketing campaigns in the

automotive sales vertical. Integrated internal APIs, Google Analytics, Interspire and other 3rd party APIs for deliverability and contact validation. Extensive email, SMS and social media marketing; metrics measured via diverse platforms (internal, GA & Facebook).

Client: Diverse Medical Records (EMR/EHR) – Enterprise Electronic medical record management (EMR). Dramatically reduced work cycles of human-reviewed medical records by creating a centralized document auditing platform. Utilized machine learning to verify validity and content of scanned document to reduce human involvement in proofing records. Overhauled an Inherited .NET-based application while salvaging existing code base. The medical record acquisition application was deployed throughout the U.S. in hundreds of locations for rapid patient medical record collection, scanning and delivery to central auditing for review, tying record management into client's accounting system via internally exposed API.

Client: Integrated Solutions Management (ECOM/FIN) - Architect and implement middleware solution to collect eCommerce orders via APIs, transform data to 3rd party client requirements and integrate with Sage100/MAS90 accounting software.

Client: Design Clinicals (HER/EMR) - Electronic medical record (EMR) management in emergency room theater. Lead team to comprehensive improvements in code base, database model and user interface. Personally coded client's involvement in Phase 1 of national Health eDecision initiative. Reduced new developer onboarding time from weeks to 2 days through development of programming standards, implementation guides, improved deployment. Successfully assisted client with the sale of their business to nation's largest medical information broker.

Client: Specialized Testing (Materials Mfg Certification) - Materials Testing. Reduced workforce overhead by 78% by creating proprietary web-based scheduling, route planning, accounting and materials testing data management solution. Successfully assisted client with sale of business and supported new owner with additions to X-Lab. Google Maps route planning integration into .NET custom operations management solution.

2007-2010: Solutions Architect, Director of Information Technology
eCompendium, LLC. Riverside, CA. 92506
Pioneered the creation of the only available paperless solution for California school districts to manage Desired Results Developmental Profile (DRDP) observations and reporting for every Pre-K and Kindergarten student in the state.

Managed server infrastructure, development team, design team. Managed creation and deployment of all marketing materials and online sales lead generation. Managed marketing, customer service, ongoing review and implementation of evolving California Dept. of Education standards as it related to application development of the Desired Results Developmental profile.

2005 - 2010: Solutions Architect, Director of Information Technology
XiCast, LLC. Aliso Viejo, CA. 92656
Pioneered the creation and marketing of custom video Digital Rights Management (DRM) solution integrated with live mobile Internet video streaming and distribution. First to market with video-to-blog distribution and notification platform.

Managed teams of developers, designers and system administrators with development and integration of web-based applications. Assisted with marketing 3rd party sites and services (such as eBooks). Managed administration, accounting, advertising, ongoing developer management and product lifecycle.

2002 - 2006: Architect, **IT Manager**
Diamond International, Inc. Orange, CA. 92705
Manage teams of designers and developers in the creation of new membership sites for the network of eCommerce paid-content enterprise. Slashed fraudulent credit card transactions and affiliate payouts by 90%. Reduced non-technical staffing by 60% through automating content transformation. Oversee critical infrastructures, hosting providers and data integrity of eCommerce and affiliate programs. Reduced encoding time from days to hours by designing and coding a distributed network of content conversion servers to support the

variety of formats online video required at that time.

2000 - 2002: Senior Web Developer
Fluidmaster, Inc. San Juan Capistrano, CA. 92624
Drastically improved time card management for shop-floor workers by converting paper-based time cards to a paperless web-based time entry solution. Improved IT department task management by developing custom intranet-based applications for trouble ticket management, document routing, request approval and notification solutions.

Expert Testimony, Analysis & Advisory Experience

- Expert Testimony, Future Years, LLC v. MAPXL Inc. - Analysis and testimony.
- Technical Analysis, eBay vs. B. Dunning - Analysis on behalf of defendant.
- Technical Analysis, University of California Irvine, Pediatrics School of Medicine - Independent network audit on request of the acting dean.