

Kevin Crandall

Software Developer | Engineering Leadership | Enterprise AI

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Professional Summary

Software developer and technical leader with 14 years of progressive experience delivering enterprise software, AI-powered automation, and operational transformation within one of the world's largest financial institutions. Recognized for bringing clarity to complex technical challenges, aligning engineering and business stakeholders, and consistently delivering high-impact initiatives.

Lead a cross-functional engineering team supporting enterprise AI solutions serving more than 10,000 internal users. Experienced managing roadmaps, platform migrations, multi-team delivery, and using Generative AI to accelerate engineering productivity.

Career Highlights

- 14 years at JPMorgan Chase with progressive advancement.
- 7 years leading engineering and operational teams.
- Lead three software developers and one business analyst.
- Support enterprise AI solutions serving 10,000+ internal users.
- Coordinate initiatives across 3–7 engineering and business organizations.
- Lead enterprise platform migrations delivered on schedule.
- Collaborate with stakeholders from frontline operations through executive leadership.
- Daily user of Generative AI for planning, coding, documentation, and solution design.

Core Competencies

Software Engineering • Technical Leadership • AI & Intelligent Automation • Enterprise Software Delivery • Agile Delivery • Stakeholder Management • Roadmaps & Strategy • SDLC • Executive Communication • Cross-Functional Collaboration

Professional Experience

JPMorgan Chase

Manager / Software Developer | Jan 2022 – Present

- Lead a cross-functional engineering team delivering enterprise AI-powered automation solutions.

- Lead three software developers and one business analyst.
- Drive roadmaps, quarterly planning, sprint execution, milestones, and delivery commitments.
- Partner with 3–7 engineering and business organizations to align priorities and manage dependencies.
- Collaborate with stakeholders from service desk analysts through executive leadership.
- Design conversational AI workflows using JavaScript and Groovy supporting more than 10,000 internal users.
- Lead Amelia platform modernization and migration efforts to Moveworks.
- Successfully delivered enterprise application ownership migration on schedule.
- Drive automation initiatives to reduce ticket volume, manual effort, and improve employee self-service.
- Champion Generative AI across planning, coding, documentation, and solution design.
- Mentor engineers; previously led hiring, interviews, performance reviews, and promotion recommendations.

Cognitive Implementation Specialist / Software Developer | Jun 2018 – Jan 2022

- Developed enterprise conversational AI solutions.
- Built AI workflows in JavaScript and Groovy.
- Managed development through deployment.
- Partnered with engineering teams on reusable automation.
- Improved operational efficiency through workflow automation.

Service Desk Manager / Business Analyst | Jan 2017 – Jun 2018

- Managed operations and executive reporting.
- Analyzed enterprise operational data.
- Coached teams and improved service quality.

Service Desk Lead | Feb 2013 – Jan 2017

- Led frontline support operations and continuous improvement.

Education

Bachelor of Science in Computer Science (Completed September 2026)
Southern New Hampshire University

Professional Development

- Java Development Bootcamp
- ITIL Foundations
- CIW Web Foundations

Technical Expertise

Leadership: Technical Program Management, Engineering Leadership, Agile

Languages: Java, JavaScript, Groovy, SQL, HTML, CSS

Platforms & Tools: Amelia, Moveworks, Splunk, Jira, Git, Bitbucket

Frameworks & APIs: Angular, Node.js, Express, MongoDB, REST APIs, VS Code, IntelliJ

AI: Conversational AI, Intelligent Automation, Generative AI