Frank Eastman

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Summary

Engineering delivery leader with 19 years in software development. Spent eight years leading the definition and development of multi-tier web applications at a custom-software agency, including Toyota's dealer advertising site, and managed its Nashville branch office and later project managers as direct reports. Coached engineering organizations for nine years on how they plan, build and release. Now one of two primary builders of a production Node.js reporting app for a Fortune 500 telecom's engineering leadership, built with AI coding agents and shipped through CI with code review, automated tests and data-quality alerting.

Skills

Leadership: engineering team management, mentoring and coaching, communities of practice, operating mechanisms and metrics

Delivery: full software development lifecycle, project and program management, Scrum, SAFe, release and capacity planning, requirements

Engineering: Node.js web apps built with AI coding agents (Claude Code, Cursor); GitLab, merge-request code review and CI/CD; unit, automated and data-validation testing; Jira Cloud, ServiceNow, Microsoft Fabric, Power BI

Experience

Agile Coach, Enterprise | Concentrix Catalyst (formerly ProKarma) | Seattle, WA | 07/2019 - Present

Builder, Fortune 500 telecom client (client role: Sr. Data Engineer) | 2025 - Present

- One of two primary builders of a production Node.js web app for engineering performance, delivery, workforce and release reporting, used by a VP and leadership team. Built with AI coding agents (Claude Code, Cursor).
- Built the data-quality layer: feed-job alerting, page-level unit and automated tests, automated data-validation scans and a drift view, all running in standard CI with merge-request code review and security scans.
- Integrated Jira Cloud, GitLab telemetry, ServiceNow, HR and team-tracking data, and Microsoft Fabric semantic models.
- Cut turnaround on leadership data requests from weeks or months to days for durable reports, and to hours for prototypes.
- Migrated the team's legacy Power BI dashboards into the app, consolidating many into fewer pages.

Data visualization, same client | 2022 - 2025

- When the client moved away from agile coaching, the coaching team pivoted to data visualization. Built and ran the team's Power BI app: dashboards that showed leaders the friction in their own systems of record, including an always-on office display of division KPIs.

Agile coach | 2019 - 2020

- Coached dozens of engineering teams at the telecom client on planning and delivery.
- Embedded Scrum Master for a national outdoor retailer's eCommerce site teams, retooling planning and delivery for predictability.
- Designed custom trainings and seminars to drive agile adoption; contributed to an Agile Center of Excellence.

Agile Coach and Release Train Engineer | Command Alkon | Birmingham, AL | 08/2018 - 05/2019

- Ran the release train for cloud, IoT and geolocation SaaS engineering teams: identified value streams, built the implementation plan and facilitated quarterly Program Increment planning for 5-6 teams.
- Coached new and established Scrum Masters across the organization.

Scrum Master | EBSCO Information Services | Birmingham, AL | 04/2016 - 08/2018

- Guided teams through adoption of SAFe and Scrum toward self-organizing, higher-performing delivery.
- Founded and ran the local Scrum Master Community of Practice, which changed practice for teams across the organization: story pointing, retrospectives, experiment and goal setting, team demos, and backlog refinement.

Project and Implementation Manager | ChartCapture | Birmingham, AL | 08/2015 - 03/2016

- Ran medical software implementations end to end: quotes, team assembly, requirements, multi-team integration, closeout.

Manager of Agile Planning | Intermark Interactive | Birmingham, AL | 08/2014 - 05/2015

- Built and ran the PMO for a custom software agency: processes, tooling and operating plans for resource allocation, with status, progress and risk metrics reported to senior leadership.
- Prioritized and capacity-planned all programs across dozens of client portfolios.

Senior Project Manager | Intermark Interactive | Birmingham, AL | 05/2012 - 08/2014

- Led definition and development of multi-tier web applications for Toyota: BuyAToyota.com, a data-driven dealer advertising site, and the Interactive Marketing Administration Tool, a content portal used by 1,000+ people whose web services fed ad placements capable of serving 150M+ page views/day.
- Managed an early migration of client web servers from an on-premises data center to AWS, driven by national ad-buy traffic.
- Delivered campaign microsites, client web presences, ad units and hybrid iOS/Android apps, with development teams working in Java, JavaScript, React and C++.
- Managed up to 3 project managers as direct reports across concurrent client programs.

Operations Manager, Nashville | ALLOY, a division of Intermark Interactive | Nashville, TN | 05/2011 - 05/2012

- Managed the Nashville branch office for a year with eight reports, including developers and QA engineers: day-to-day personnel, resource and work-intake decisions on the ground.
- Carried out the office's drawdown, including ending the team's engagements.

Project Manager | ALLOY, a division of Intermark Interactive | Birmingham, AL | 02/2007 - 05/2011

- Introduced and refined agile process for the division's top two project teams.

Education

B.A., English, concentration in Computer/Human Interaction, Auburn University