

WILLIAM R. RAMPEY

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PROFESSIONAL SUMMARY

Engineering executive with more than three decades of hands-on software leadership, currently Senior Director of Engineering at Acima, where I lead the platform and product engineering teams behind a lease-to-own service supporting millions of consumers and thousands of merchants. I pair deep technical fluency in distributed systems, cloud infrastructure, and modern web architectures with a track record of building high-performing, ownership-driven engineering teams, and a history of turning around at-risk projects and modernizing legacy systems. I'm hands-on with AI-assisted and agentic development, using tools like Claude and GitHub Copilot daily and building custom skills to help engineering teams get more out of AI across the SDLC. I believe the difference between good software and great software is how well the whole team understands each other, and I lead accordingly: setting technical direction while developing the people who execute it.

CORE COMPETENCIES

Engineering & Organizational Leadership: Team building & scaling, hiring & staff development, budget ownership, cross-functional collaboration, Agile delivery & velocity-based planning

Architecture & Platforms: Microservices architecture, legacy modernization (Haskell → Elixir), API & third-party integrations, fault-tolerant high-availability systems

Technology: Ruby / Ruby on Rails, AWS, Docker, PostgreSQL, Git, C# / .NET, Java

Quality & Delivery: Code Climate, Qlty Cloud, code coverage & quality programs, CI/CD, engineering metrics & delivery predictability

AI-Assisted Development: Claude, GitHub Copilot, agentic coding workflows, custom AI skill-building for the SDLC

PROFESSIONAL EXPERIENCE

Acima (part of Upbound Group), Draper, UT (Remote)

Senior Director of Engineering Dec 2021 – Present

- Lead 4 platform engineering teams (Payments, Underwriting, Enabling Services for third-party integrations, and the Consumer Application front end) that form the core of Acima's mission-critical services, supporting millions of customers and thousands of merchants processing tens of thousands of transactions daily.
- Sustain high-nines uptime across platform services under a “build it, run it” ownership model, while continuing to set the technology roadmap alongside engineering leadership peers.
- Leading modernization of the payments platform (ACH and credit card processing) to increase concurrency and observability and improve fault tolerance, eliminating single points of failure.
- Directed migration of legacy Haskell services to Elixir, reducing engineering cognitive load and removing dependence on a hard-to-source skill set.
- Expanded underwriting routing, rulesets, and scoring models to enable fine-grained risk control across business segments, improving ROI.
- Integrated Plaid, Intellicheck, and IDVerse into the underwriting platform to strengthen identity verification and reduce fraud losses.
- Delivered platform-level engineering support for the company's expansion into Mexico.
- Introduced velocity-based target-date planning to improve delivery predictability, and drove adoption of Code Climate and Qlty Cloud to raise engineering quality standards and code coverage.
- Personally adopted and championed AI-assisted development, using Claude and GitHub Copilot day to day and building custom skills to help engineers make more effective use of AI across the SDLC.

Technology: Ruby (1.8–3.x), Rails (2.x–8.x), Elixir, AWS, Docker, PostgreSQL, Git, Claude, GitHub Copilot

Consultant, Team Lead Software Engineer Oct 2013 – Dec 2021

- Joined as an individual-contributor consultant to help launch the company's first services; led the backend automated underwriting team and helped shape early technology decisions.
- Led the refactor of a monolithic Rails application into a microservices architecture (50+ services), laying the technical foundation for the platform's current scale, and was promoted into engineering leadership as the organization grew.

Software Maniacs, Inc., Yellow Spring, WV 2001 – 2023

Founder & President

- Founded and ran an independent software consultancy for more than two decades, delivering custom software and technical leadership to startups and established companies with a focus on rapid, minimum-viable delivery.
- Rebuilt the backend of a technical-recruiting platform (interviewjet.com) and integrated it with Salesforce as part of a two-person team.
- Rescued a stalled library-automation kiosk project, deploying a four-person team to deliver custom hardware integration, an MDM server, and Apple Push Notification-based device management.
- Recovered a failing venture-backed startup project, stabilizing a C#/SQL Server application and shipping a new mobile interface.
- Built a reputation as a go-to resource for software project recovery, turning around initiatives that had stalled under previous teams.

Aon Hewitt, Remote 2011 – 2012

Ruby on Rails Developer

- Led the UI workstream for a large-scale Rails application supporting insurance sales for senior supplemental medical coverage, collaborating with a cross-functional project team on high-level design and QA readiness.

Follett Digital Resources / Follett Software, McHenry, IL 2001 – 2009

Vice President, eContent Platforms

Progressed from Lead Software Engineer → Director of Development → Vice President over an eight-year span.

- Built and scaled Follett's eBook and digital-content SaaS business, growing the product development organization from 4 to 23 staff and managing a multimillion-dollar budget.
- Delivered 99.9% annual uptime for a 24/7 SaaS operation; participated in technical due diligence for two acquisitions and helped set corporate digital strategy.
- Led the company's technology migration from Java to Ruby on Rails and directed the redesign of Follett's next-generation eBook reader.
- Introduced an Agile development process with a continuous-improvement focus across the product engineering organization.

EARLIER CAREER

Director of Product Architecture & Engineering, Follett Software (1992 – 1999), rising from Senior Software Engineer to Director over seven years and ultimately leading a 45-person product development organization.

Manager, Software Engineering, The Library Corporation (1988 – 1992).

Additional software engineering roles at ARGO Instruments, Interlog, Skyline Financial Services, and RGI, Inc. (1985 – 1988).

EDUCATION

Computer Learning Center, Springfield, VA | Diploma, Programming

University of Phoenix (Online) | Undergraduate studies, Business Information Systems

PROFESSIONAL DEVELOPMENT

Leadership: Lessons in Leadership (Harvard Business School) · Situational Leadership II (Ken Blanchard) · Managing Technical Professionals (American Management Association)

Technical: RailsConf, Windy City Rails, ETech, and other industry conferences (2005 – 2012)