

# Shawn Planko

## Mobile Engineering Manager | Team Leader

248-444-8426 | Hartland, MI | [shawn@planko.me](mailto:shawn@planko.me) | [LinkedIn](#)

### SUMMARY STATEMENT

Over 20 years of experience working with globally distributed teams across large organizations to start-ups within the technology sector. Experience leading high-performance teams to build mobile applications, scalable cloud-based applications, and security solutions. Proven track record and consistently achieves goals within critical project deadlines, shaping product vision, driving technical excellence, and fostering a collaborative culture to deliver world-class solutions that impact millions of users. Passionate about growing inclusive teams, empowering engineers, and delivering secure, user-centric solutions at scale.

### KEY SKILLS

Team Development/Building/Management • Hiring/Onboarding • Mentoring/Training • Coaching • Time Management • Speaking • Collaboration • Process Improvement • Leadership • Communication • Troubleshooting • Software Documentation • Quality Assurance • Software Development • Strategy Planning • Testing • Mobile Devices • Customer Service • Networking

### WORK EXPERIENCE

**Director of Engineering, Duo SSO and Mobile Teams & Ann Arbor Office Site Lead**  
Cisco - Duo Security

**04/2020 - PRESENT**  
*Ann Arbor, MI*

- Leader of an engineering group of 40+, encompassing 6 engineering teams that oversees the development and scaling of cloud infrastructure and mobile applications for iOS and Android, while managing through engineering managers.
- Foster a collaborative and innovative work culture to software engineering leaders by promoting knowledge sharing, research days, best development practices, project management cycles, and proactive communication across technical and non-technical teams.
- Collaborate with Product Management and Design teams to set a vision and roadmaps to ensuring product features are aligned with user needs while driving innovative solutions forward.
- Partner with AppSec teams to integrate security protocols and infrastructure scalability into every stage of the product lifecycle.
- Worked closely with Data Science teams to define and track key customer journey metrics, ensuring accurate reporting and insights across our systems.
- Coach and mentor engineering managers, manager of managers, and senior engineers while developing a culture of continuous improvement and career growth, helping them grow into leadership roles
- Collaborate with global SRE teams to ensure 24/7 support and seamless infrastructure management for our SSO product.
- Guide engineering teams through short- and long-term goal setting, fostering a sense of ownership, accountability, and technical excellence.
- Improved overall release cadence for Mobile teams and process of team by migrating from monthly releases to bi-weekly releases.
- Developed career progression plans for engineering talent, helping senior engineers grow into leadership roles while ensuring organizational goals were met.

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- Partnered with recruiting team to expand the Mobile teams from 6 to 13; mentored 2 future leaders to create a two Mobile Teams and grow the organization
- Duo Mobile app has been featured as the #1 2FA Application for the past two years by [Wirecutter](#). Both Mobile Apps have a respective store rating of 4.7 stars or higher.

### Engineering Manager (Mobile App Engagement & Site Lead)

05/2001 – 02/2020

Expedia/Mobiata

Ann Arbor, MI

- Led and scaled Mobile engineering and QA teams from 8 to 22 members over 3 years, overseeing hiring, training, coaching, and performance management.
- Collaborated cross-functionally with QA, development, design, and product teams to ensure timely delivery of weekly release schedules.
- Developed and executed a growth and capacity plan, successfully expanding office infrastructure to support team growth, with plans to double team size in the coming years.
- Spearheaded initiatives that reduced delivery time at Expedia from 6 months to weekly releases, enhancing agility and speed to market.
- Delivered high-impact applications that received recognition in major outlets including The New York Times, Wall Street Journal, Forbes, TechCrunch, and more, and were featured in Apple TV and print ads.
- Refined hiring process for Mobile teams to ensure high quality candidates were hired

## PREVIOUS WORK EXPERIENCE

### Sr. Network Engineer

03/2006 – 05/2011

Consolidated Smart Broadband

Ann Arbor, MI

- Monitored and supported data and RF networks at MDU (Multi-Dwelling Unit) sites, providing Internet and VoIP services to internal and external customers.
- Troubleshoot network issues and identified software conflicts, ensuring minimal downtime and optimized performance.
- Delivered technical support and maintenance for internal IT systems, including servers, PCs, and Macs, to ensure smooth operations across teams.
- Created training materials and troubleshooting documentation for Internet and VoIP support, enhancing the team's ability to resolve issues quickly and effectively.
- Collaborated directly with customers to ensure satisfaction and address technical concerns.

### Team Leader

02/2000 – 03/2006

Verizon Business

Ann Arbor, MI

- Led and mentored a team across 3 rotating shifts, coaching 12 to 36 employees through rapid growth and 3 corporate mergers.
- Developed and maintained technical procedures and documentation, contributing to the team's successful ISO 9001 certification.
- Partnered with cross-functional teams to ensure quality assurance and high-level customer service, fostering collaboration across the organization.

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- Drove team performance and growth, ensuring continuous improvement through regular feedback, training, and mentorship.

### TOOLS & TECHNOLOGIES

InVision • Sketch • Adobe Suite • Basecamp • Workday • Grafana • GitHub • Xcode • Android Studio • Sublime • Slack • Zoom • Trello • Microsoft Office • G-Suite • Linux • Unix • iOS • Operating Systems • Cisco Technologies • Perl • HTML • MySQL • iPhone • Windows • Cisco Systems Products • Mac OS X • WebEx

### EDUCATION

**BBA (Business Administration), Management** - Eastern Michigan University - *Ypsilanti, MI*

**AA (Associate of Arts), Graphic Design** - Schoolcraft College - *Livonia, MI*

### VOLUNTEER EXPERIENCE

**Board of Directors** - Michigan Works! Southeast

**Board of Directors** - Hartland Estates Condo Association

### RECOMMENDATIONS

“I have worked with Shawn for three and a half years and it was truly a great pleasure. As my manager, my ideas and concerns were always heard and taken into account. I could come to him to talk or discuss about anything at work whenever I needed it. He cared about my career and paved the way for me to grow significantly and succeed at work. As a team leader, he set up a fun and supportive work environment that everyone enjoyed working with each other. His addition to any engineering team will only bring them to succeed.”

“Shawn is an inspiring leader and builds resilient, inclusive, and productive teams. In my time at Expedia, Shawn went above and beyond to make sure everyone felt they were a part of the team. He treats his colleagues with respect, communicating feedback with candor both up and down the org chart, and knows when to step into course-correct if necessary. His passion for technology and positive personality are contagious, and he knows when and how to elevate conversations and motivate teams. I wouldn't hesitate to recommend him to lead (or start!) any engineering team.”