

Shawn Planko

Director of Engineering | Identity, Security, Mobile & AI

248-444-8426 | Hartland, MI | shawn@planko.me | linkedin.com/in/shawnplanko

SUMMARY STATEMENT

Strategic engineering leader with 20+ years building and scaling technology teams across identity, security, mobile, cloud infrastructure, and internet operations. Leads multi-team organizations through growth and change, partners deeply across Product, Design, Security, Data Science, and SRE, and turns ambiguous goals into durable delivery systems. Current focus includes practical AI adoption that improves engineering judgment, planning, prototyping, review prep, documentation, and toil reduction.

KEY SKILLS

Leadership: Engineering strategy • Org design • Manager of managers • Team development • Hiring/onboarding • Coaching/mentoring

Product & Delivery: Cross-functional strategy • Roadmap planning • Execution systems • Release cadence • Customer journey analytics

Technical & AI: Identity & SSO • Mobile apps • Cloud infrastructure • AppSec partnership • AI-assisted engineering workflows

WORK EXPERIENCE

Director of Engineering, Duo SSO, Mobile, Apps Teams, & Ann Arbor Site Lead

04/2020 - PRESENT

Cisco (Duo Security)

Ann Arbor, MI

- Lead a 40+ person engineering group across 6 teams responsible for Duo SSO/IdP, iOS and Android mobile applications, and related cloud infrastructure.
- Manage engineering managers, senior engineers, and emerging leaders while building career paths, leadership depth, and healthy operating systems.
- Partner with Product, Design, AppSec, Data Science, and SRE to align roadmap, secure architecture, reliability, and customer outcomes.
- Oversaw the scaling of Duo SSO and IdP as a critical enterprise expansion and secure user onboarding capability.
- Improved mobile release cadence from monthly to bi-weekly, strengthening delivery rhythm, feedback loops, and release confidence.
- Apply AI as a practical engineering tool for planning, prototyping, code exploration, code review prep, documentation, and reducing routine toil.
- Duo Mobile has been named Wirecutter's top two-factor authentication app for multiple years; Duo mobile apps maintain 4.7+ app store ratings.

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Engineering Manager (Mobile App Engagement & Site Lead)

Expedia / Mobiata

05/2011 - 02/2020

Ann Arbor, MI

- Led and scaled mobile engineering and QA teams from 8 to 22 members, overseeing hiring, training, coaching, and performance management.
- Partnered across QA, Engineering, Design, and Product to support high-quality weekly mobile release schedules.
- Helped reduce delivery cycles from 6 months to weekly releases, enabling faster product validation, release learning, and A/B testing.
- Delivered high-impact travel applications recognized by The New York Times, Wall Street Journal, Forbes, TechCrunch, and others.

PREVIOUS WORK EXPERIENCE

Sr. Network Engineer

Consolidated Smart Broadband

03/2006 - 05/2011

Ann Arbor, MI

Supported data/RF networks, Internet and VoIP services, production troubleshooting, and support documentation.

Team Leader

Verizon Business

02/2000 - 03/2006

Ann Arbor, MI

Led rotating-shift operations teams, built technical procedures, and supported quality systems through growth and mergers.

TOOLS & TECHNOLOGIES

AI/dev: Codex • Claude Code • GitHub Copilot • Cursor • GitHub • Xcode • Android Studio • Grafana • Figma
Platforms/tools: Slack • Zoom • Microsoft Office • Google Workspace • Linux/Unix • iOS • Android • Cisco Technologies • macOS • Windows

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