

ERIC MOREAU

PENFIELD, NY

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SOLUTION LEAD | SOFTWARE ENGINEERING MANAGER | AGILE TRANSFORMATION & AI-ENHANCED DEVELOPMENT PRACTITIONER

Engineering Manager and Solution Lead with 13+ years of experience delivering enterprise software, building high-performing teams, and shaping technical strategy within complex organizations. Known for leading cross-functional teams, improving delivery predictability, and aligning engineering execution with business priorities.

Brings deep expertise across Agile leadership, software architecture, and product delivery, with a strong commitment to mentoring engineers and developing future leaders. Actively focused on the evolution of AI-powered software development and how AI can support more effective engineering practices and Agile delivery. Certified ScrumMaster (CSM) with a track record of fostering collaboration, reducing dependencies, and delivering meaningful business outcomes.

SKILLS

- **Leadership & Delivery** - Solution Leadership, Engineering Management, Agile Methodologies, Scrum, Team Development & Mentorship, Strategic Planning, Stakeholder Management, Product Delivery
- **Technical Expertise** - Software Architecture, Distributed Systems, Enterprise Application Development, AI-Assisted Development Workflows, C++, Java, C#, JavaScript, Android SDK, Unity
- **Tools & Platforms** - Jira, Confluence, Bitbucket, Jenkins, CI/CD Pipelines
- **Certifications** - Certified ScrumMaster (CSM) – Scrum Alliance

WORK EXPERIENCE

MINDEX, Rochester, NY

08/2025 – 06/2026

Solution Lead

- Led engineering delivery and technical direction for a long-standing Paychex product, supporting payroll compliance, high product quality, and operational stability in a regulated environment.
- Improved delivery predictability and quality by implementing consistent engineering processes, reducing operational friction, and driving continuous improvement initiatives.
- Partnered with product, business, and technical stakeholders to align engineering execution with strategic priorities and evolving compliance requirements.
- Provided technical leadership across teams by identifying and mitigating dependencies, guiding architectural decisions, and strengthening delivery planning.
- Mentored engineers through career development planning, performance coaching, and professional growth initiatives, contributing to stronger team capability and retention.
- Championed modern software development practices, including the adoption of AI-powered development tools to improve engineering productivity and code quality.
- Fostered Agile best practices while exploring and applying AI-enabled approaches to enhance planning, collaboration, knowledge sharing, and delivery effectiveness.

TRACELINK LLC, Rochester, NY

09/2012 – 01/2025

ROC IT Solutions was acquired by TraceLink LLC in August 2018.

Software Engineering Manager(08/2020 – 01/2025)

- Led cross-functional engineering teams (software engineers, QA, and architects) to deliver mission-critical components of the Opus Platform supporting core business capabilities.

- Directed technical strategy, execution, and delivery across multiple product areas, aligning engineering outcomes with business objectives and organizational dependencies.
- Defined and managed development plans and multi-quarter roadmaps to support product growth and strategic initiatives.
- Improved delivery predictability by actively managing team backlogs and proactively identifying architectural risks and cross-team dependencies.
- Delivered foundational platform capabilities on schedule through disciplined project management and hands-on technical leadership.
- Drove engineer career development through ongoing mentorship, performance coaching, and people management of direct reports.
- Partnered with executive leadership to define technical vision and execute long-term strategic roadmaps.

Technical Lead (11/2019 – 08/2020)

- Led technical design and cross-team discussions for the Smart Inventory Tracker product built on the Android SDK.
- Delivered critical customer milestones on schedule, supporting successful product releases.
- Owned high-level design and delivery of key components across multiple concurrent projects.
- Mentored junior engineers, improving code quality, completeness, and delivery confidence.
- Supported production deployments, contributing to clean releases and positive customer outcomes.
- Collaborated with multiple engineering teams to manage dependencies across release cycles.

Software Engineer (09/2012 – 11/2019)

- Implemented business process requirements in C++ and Java for Motorola handheld devices supporting core operational workflows.
- Developed and maintained user experience components across applications, ensuring consistency and usability.
- Maintained quality and reliability of user interface and messaging systems in a production environment.
- Designed and launched a mentoring program for new developers, accelerating onboarding and skill development.
- Implemented and managed Jenkins build and integration servers, enabling reliable daily development for the EdgeTRAC platform.
- Built a robust integration test suite covering common business use cases, improving system stability and release confidence.
- Owned estimation, design, and ongoing maintenance of EdgeTRAC software, contributing to consistent on-time delivery of milestones.

ROCHESTER INSTITUTE OF TECHNOLOGY, Rochester, NY

03/2013 – 12/2013

Adjunct Professor

Taught 2D Animation and Algorithmic Problem Solving in RIT's Interactive Games and Media department, strengthening technical communication and mentorship skills later applied to developing engineers, guiding teams through complex problem-solving, and translating technical concepts into executable outcomes.

EDUCATION

Master of Science (M.S.), Game Design and Development, ROCHESTER INSTITUTE OF TECHNOLOGY, Rochester, NY

- Major Track: Graphics and Game Engine Development.
- Minor Track: Graphics Programming.

Bachelor of Science (B.S.), New Media Information Technology, ROCHESTER INSTITUTE OF TECHNOLOGY, Rochester, NY

- Minor: Economics.
- Concentration: Game Design.