

Tobias M. Conio

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Engineering Manager | Platform Engineering | Developer Experience | Manager, AI Platform Engineering

TECHNICAL SKILLS

Leadership: Engineering Management, Team Building, Hiring and Mentoring, Developer Career Development, Team Retention, Strategic Roadmapping, Stakeholder Management, Cross-Team Dependency Management, Platform Engineering, Developer Experience, Incident Escalation

Cloud and Infrastructure: AWS, Docker, Kubernetes, EKS, Jenkins, CI/CD, Git

Languages and Frameworks: JavaScript, TypeScript, React, Next.js, Node.js, NestJS, PHP, HTML, CSS

CMS and Content Platforms: Headless CMS, CMS Architecture, Drupal, WordPress, REST API Integration

AI and LLM: LLM Integration, Prompt Governance, Claude Code, OpenAI, GitHub Copilot, AI Orchestration, RAG, Chatbot Systems, Sentiment Analysis

Languages: English (native), German (fluent)

PROFESSIONAL SUMMARY

Engineering Manager with 10+ years building cloud-native platforms and 4+ years leading distributed engineering teams in regulated financial environments. At Ameriprise Financial, led a team of 6-10 engineers delivering platform infrastructure, developer tooling, and AI-enabled capabilities across nine customer-facing products, earning the 2024 Chairman's Award for cross-functional leadership and measurable business impact. Bilingual in English and German with direct experience leading AI product roadmaps for European business stakeholders. Known for translating business priorities into engineering strategy, hiring and growing teams through hands-on mentorship, and shipping predictably in complex regulated environments.

PROFESSIONAL EXPERIENCE

Engineering Manager / Platform and Team Lead | Ameriprise Financial, Minneapolis, MN (Remote)
02/2023 - Present

- Defined multi-year platform strategy aligning engineering investment with business growth across nine customer-facing products, translating business priorities into roadmap execution for senior leadership and multiple business units
- Built and scaled a cross-functional engineering team from 4 to 10 engineers through intentional hiring and mentorship, improving retention by 50% and delivery predictability across nine regulated platforms
- Architected and launched a centralized React/TypeScript video platform integrating external REST APIs, reducing operational complexity by 60% and enabling interactive customer experiences across multiple digital properties
- Led headless CMS platform strategy and implementation, consolidating content delivery across nine products and improving editorial team autonomy and time-to-publish
- Led AI-enabled product roadmap for European business stakeholders, delivering chatbot orchestration with RAG-based retrieval, intelligent search, and user sentiment analysis pipelines with LLM governance standards appropriate for regulated enterprise use
- Established platform engineering standards and shared developer tooling adopted across multiple teams, reducing engineer onboarding from 4 weeks to 1 and increasing cross-team delivery velocity by 30%
- Served as primary escalation point for Tier 1 incidents and cross-functional conflict resolution, maintaining platform stability across a distributed regulated environment

Senior Engineering Lead / Platform and Team Lead | Ameriprise Financial, Minneapolis, MN

05/2021 - 02/2023

- Led migration of 20+ applications from on-premise infrastructure to AWS EKS using Docker and Kubernetes, establishing the cloud-native foundation that underpins current platform reliability
- Established reliability engineering practices (SLIs, SLOs, observability tooling, incident management) that reduced platform confusion and became the baseline for team-wide operational standards
- Integrated AI-enabled capabilities into development workflows including automated testing and code generation; expanded QA automation coverage with Cypress and Playwright, improving regression confidence by 50%
- Developed internal developer tooling including an Active Directory role visualization platform built with Next.js, Node.js, and TypeScript, improving SSO role access visibility by 100% across the engineering organization

Senior Developer / Team Lead and Web Developer | College of the Holy Cross (CHC), Worcester, MA

02/2012 - 05/2021

- Led the college's first Agile development team of five engineers in the Financial Office, reducing backlog and improving delivery velocity by 10% through best practices and cross-functional leadership
- Managed campus stakeholders and web teams to define student journeys, personas, and information architecture supporting institutional digital initiatives, improving conversion rates by 15%
- Developed high-traffic institutional websites and 20+ partner sites using JavaScript, HTML/CSS, Drupal, and WordPress; led cloud migrations, redesigns, and accessibility improvements improving conversion rates by 8%

Web Developer / Technical Project Manager | John Hancock Life Insurance Company, Boston, MA

03/2009 - 02/2012

- Built and maintained 10+ microsites and standalone applications using HTML, JavaScript, PHP, and MySQL
- Coordinated UI design, analytics integration, and external vendor delivery to support cross-functional product launches, improving time-to-deliver features by 40%

CAREER HIGHLIGHTS

- Recipient of the 2024 Chairman's Award at Ameriprise Financial for outstanding ownership, cross-functional leadership, and high-impact delivery
- Increased sprint output 20% and delivery velocity 30% through team restructuring and engineering best practices
- Reduced engineer onboarding from 4 weeks to 1 week via structured documentation, shared platform tooling, and formalized onboarding runbooks
- Improved engineer retention 50% over 4 years through mentorship, ownership culture, and career development programs
- Migrated 20+ applications from on-premise to AWS EKS, improving platform reliability and delivery speed
- Reduced CI/CD linting false-flag incidents 50% through DevSecOps partnership and pipeline governance

NOTABLE PROJECTS

- animalpics.us: AI-powered animal image generator built with Next.js, Stripe, Upstash Redis, and magic link auth. Production deployment on Vercel demonstrating end-to-end product ownership.
- Active Directory Role Visualization Tool: Internal platform built with Node.js, TypeScript, and Next.js providing SSO role access visibility across the engineering organization. Includes automated testing suite and modular feature architecture.

EDUCATION

B.Sc., Information and Communication Design | GSO Technische Hochschule Nurnberg, Germany