

NORRIE TAYLOR

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Professional Summary

I am an accomplished software engineering leader with a strong background in Linux, K8s, cloud and AI technologies. I am motivated to create software that makes a meaningful difference in the lives of end users. Successful teams possess comprehensive insights into how their efforts influence overall business results. As a leader, it is my role to connect my team with this essential information. I have a track record of cultivating sustainable teams that consistently deliver exceptional software products within deadlines and adhere to excellent engineering practices. I am committed to the team's perpetual growth and continual enhancement through mentorship, ongoing learning and improvement.

Skills

- Software architecture, development, testing and delivery
- Written and verbal communication
- Product strategy and vision
- Engineering best principles
- Management of both localized and distributed teams
- Resource management and planning
- Personnel hiring, training, and mentoring
- Cross-functional team collaboration

Work History

Director of Software Engineering

09/2021 to Current

Elastic – Remote

Product and technology focus: SIEM, XDR/CDR/EDR, Agentic workflows, MCP, Kubernetes, Linux, eBPF

- Managed various organizations of up to ~50 individuals distributed globally. Direct reports included managers of managers, managers and individual contributors.
- Led initiatives integrating AI into internal tools to boost team productivity as well as delivering AI-powered features that enhance the end-user experience.
- Collaborated with senior leadership and product management to form strategy tailored to meet business objectives and expectations.
- After Elastic acquisition of Cmd, successfully led efforts to integrate teams, software and intellectual property. The outcome being a revenue generating product within a year of merger.
- Cultivated partnerships between engineering, product management, design and customer success to create holistic final products.

Director of Engineering

05/2020 to 09/2021

Cmd – Vancouver, BC - Remote

Product and technology focus: Cloud Workload Protection, Linux systems, eBPF, Kubernetes

- Led and managed a high-performing engineering team from the early stages of a startup's growth, from stealth proof-of-concept to successful acquisition, ensuring the delivery of innovative and scalable solutions to meet business objectives.
- Worked closely with support staff and communicated directly to customers during escalations, service outages, and unforeseen agent software interactions.
- Led a product strategy group responsible for prioritizing engineering epics and gaining stakeholder consensus.
- Took ownership of assigned department-wide projects, presenting regular updates to senior executives on progress and status.
- Built strong teams through selective recruitment and post-hire mentorship of both managers and engineers.

Team Lead / Systems Engineer - Cmd Agent

05/2017 to 05/2020

Cmd – Vancouver, BC

Product and technology focus: Linux systems, eBPF, Containers, Kubernetes

- Managed a team of six engineers responsible for the Cmd agent software, which ran in customers' Linux hosts and infrastructure.
- Responsible for architecture, development and delivery of all agent-associated product features written in C and using a Python testing framework.
- Managed 24/7 on-call schedule for real-time support of agent software.
- As hiring manager, created interview plans for candidates and onboarding plans for new team members.

Senior Systems Software Developer - Acoustics

02/2015 to 04/2017

QNX Software Systems – Vancouver, Canada Area

Product and technology focus: QNX, Realtime systems, Acoustics, Automotive

- Architecture and implementation of network-based control and streaming for low-latency acoustic signals and algorithmic data.
- Integration of low latency acoustic echo cancellation algorithms in QNX io-audio resource manager and driver layer for automotive applications

Technical Lead - Bluetooth

08/2011 to 02/2015

Blackberry – Vancouver, BC

Product and Technology focus: QNX, Bluetooth, Consumer electronics

- Providing system architecture and development for the Bluetooth stack in the BB10 OS
- Group performance champion, identifying and optimizing memory and CPU
- Prime contact and liaison, directing remote engineering teams from various vendors, manufacturers and contractors
- Development, bug fixing and code review for Blackberry Android Bluetooth implementation

Team Lead - Blueooth

06/2006 to 08/2011

QNX Software Systems – Vancouver, BC, Canada

Product and technology focus: QNX, Bluetooth, Automotive, Consumer electronics

- Responsible for the Bluetooth architecture, development and delivery for the Blackberry PlayBook tablet
- Responsible for the Bluetooth architecture, development and delivery of the Bluetooth stack for the QNX Car platform

Software Engineer

01/2004 to 06/2006

Harman Becker Automotive System – Vancouver, BC, Canada

Product and technology focus: QNX, Acoustics, Automotive

- Integration of QNX multimedia framework of automotive hands free speech processing algorithms in BMW infotainment systems
- Research and development of new speech and prompt processing algorithms
- Development of in-house applications for algorithm diagnostics and other audio tools/utilities

Patents

- Dynamic Real-Time Cross-Fading of Voice Prompts USPTO (A. Escott, N.Taylor)

Education

Diploma of Technical Studies: Computer Systems Technology (DSP Focus) 2002

British Columbia Institute of Technology

100 of 120 Credits Towards B.Sc: Honours Physics (with Co-Op) 2000

University of British Columbia