Blake Copenhaver

Senior Software Development Manager

Phoenix, Arizona • +1-480-747-7570 • Blake.Copenhaver@gmail.com • linkedin.com/in/blakecopenhaver

Senior Software Development Manager with 20+ years' experience leading globally distributed teams, owning business critical services, and delivering high-impact solutions used by millions of customers worldwide. Known for building high-performing teams, solving complex problems through innovation and invention, and exceeding desired business outcomes.

WORK EXPERIENCE

Verra Mobility

Senior Software Development Manager   April 2025 – September 2025
Mesa, Arizona

- After making the difficult decision to leave Amazon in April 2025 to pursue the launch of a small business, Sugar Llamas, I joined Verra Mobility for a 6-month project to deliver a technical solution which enables a 5-year, 998-million-dollar traffic enforcement contract with New York City.
- Independently led the migration of an on-premises, enterprise-scale platform to Microsoft Azure.
- Collaborated with cross-functional teams and stakeholders to define scope, schedule (product roadmap) and budget for the next generation Automated Traffic Solution.
- Enhanced the onboarding process for new engineers, reducing ramp-up time by 75%, and accelerating integration into Agile project teams.
- Delivered project 1-month ahead of schedule.

Amazon

Senior Software Development Manager   April 2022 – April 2025
Software Development Manager III   April 2017 – April 2022
Software Development Manager II   July 2015 – April 2017
Seattle, Washington

- Simultaneously managed up to 5 cross-functional, geographically distributed teams where each team consisted of 1 front-line development manager and between 5 to 12 engineers.
- Delivered large-scale (*1000+ tps*), mission critical (*revenue impacting*) services for millions of customers worldwide.
- Built organizations such as AWS Region Build Automation, AWS S3 User Security, and Amazon Brand Registry Abuse Prevention from the ground up, each of which now includes over 50 team members.
- Effectively assessed employee performance, managing both high and low performers. Supported other managers in calibrating performance expectations through coaching, goals, and development opportunities.
- Promoted over 50 employees, transitioned 12 across job families, and mentored dozens more.
- Drove engagement, innovation, inclusion, diversity, and retention initiatives within my organization. Consistently received 100% manager satisfaction and 100% job satisfaction scores from employees in weekly Amazon surveys known as Connections.
- Led over 250 technical interviews as a Bar-Raiser, a nominated position for high-performers, upholding the highest standards for talent, culture, and future potential.
- Established and communicated the organizational vision including the strategic ways to achieve that vision.
- Defined and elevated standards of engineering excellence across the organization and led them to adopt best practices. Examples include the creation and standardization of a technical design template, operational readiness review template, ticket reduction best practices, and post-mortem template.
- Consistently exceeded business, performance, and operational goals year-over-year.
- Owned decisions involving significant financial impact, headcount, funding level, acceptance of risk, and external communications.

- Managed and participated in on-call rotations 24 hours per day, 365 days a year.
- Improved on-call productivity by 80% through the development of tooling leveraging automation and ML technologies such as Amazon OpenSearch and Amazon SageMaker.
- Delivered Amazon Payments API re-design and modernization spanning Amazon mobile app, Amazon.com website, and third-party platform integrations. Adopted by businesses such as Twitch and Amazon Merch.
- Invented and launched internal tools saving 5,661 engineering hours and 500 build days per AWS region launch by automating 3,500+ handoffs across 160+ development teams.
- Improved AWS region launch quality by 98% by launching a centralized automated testing framework and service health verification utility.
- Launched AWS Regions Information Provider allowing customers to programmatically query AWS regions and services information. Received recognition within the AWS News Blog by Chief Evangelist Jeff Barr.
- Eliminated 43% of Amazon outages by inventing and launching AWS AppConfig which improves application deployment speed, safety, and reliability.
- Prevented the creation of 700,000+ fraudulent merchant accounts annually, stopping bad actors before listing a single product within the Amazon store by leveraging heuristics and trained ML models.
- Blocked more than 99% of suspected infringing listings before a customer is required to find and report them by launching automated solutions which scan billions of attempted changes to product detail pages daily for signs of potential abuse, including the creation of new product listings and changes to existing listings.
- Published a monthly "tech share" blog and presented at Amazon-wide development conferences on topics such as technology, leadership, and career growth.

Turning Technologies

Director of Software Engineering   June 2014 – June 2015
Software Engineering Manager   January 2011 – June 2014
Software Engineer   January 2006 – January 2011
Youngstown, Ohio

- Led cross-functional, globally distributed teams delivering software used by 3000+ institutions including corporations, K-12 schools, universities, and federal agencies.
- Managed a diverse portfolio of audience response products built with VB/C#/ASP.NET, Java, JavaFX,and Gradle which enabled learning and engagement for millions of users worldwide through scalable services.
- Drove strategic and tactical planning to ensure 100% on-time, high-quality software delivery.

EDUCATION

Youngstown State University, Youngstown, OH

Bachelor of Science — Computer Science

CERTIFICATIONS

- Agile Certified Product Manager (ACPM) | The Association of PMM
- Certified Scrum Developer (CSD) | Scrum Alliance
- Certified Scrum Product Owner (CSPO) | Scrum Alliance
- Certified ScrumMaster (CSM) | Scrum Alliance

SKILLS & OTHER

Cloud Providers: AWS, Microsoft Azure, Google Cloud Platform
Languages and Frameworks: Java, .NET, JavaScript, TypeScript, HTML5, CSS, Angular, React JS, Ruby on Rails
Architecture: Service-Oriented Architecture, Micro Frontend Architecture
Databases: Amazon DynamoDB, Amazon DocumentDB, Amazon Neptune (graph), Amazon OpenSearch (vector)
Machine Learning / Generative AI: Amazon SageMaker, Amazon Bedrock
Management Frameworks: Agile, Scrum, Kanban, Scrumban, SAFe, Kaizen
Optimization: System Profiling, Load/Stress/Failure Injection Testing, Root Cause Analysis, Containerization, CI/CD