Blake Copenhaver

Technology Executive | Software Engineering Leader

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Transformational software engineering executive with 20+ years of experience building and scaling global engineering organizations, delivering mission-critical services, and leading high-performing engineering leaders. Proven track record of driving organizational transformation, operational excellence, cloud modernization, and technology strategy for products serving millions of customers worldwide.

Expertise includes organizational design, executive stakeholder management, engineering transformation, cloud modernization, operational excellence, AI adoption, talent development, and scaling globally distributed engineering organizations.

Career highlights include founding and scaling multiple engineering organizations at Amazon, leading engineering teams exceeding 50 employees, eliminating 43% of Amazon service outages through the invention and delivery of AWS AppConfig, orchestrating AWS region launches saving nearly 6,000 engineering hours and 500 days per build, preventing hundreds of thousands of fraudulent merchant accounts on Amazon.com annually, and delivering solutions enabling nearly $1B in public-sector contracts.

WORK EXPERIENCE

BigTime Software

Senior Software Development Manager April 2026 – Present

- Led Engineering and DevOps teams responsible for delivering Professional Service Automation solutions while driving operational excellence and modernization initiatives.
- Led engineering transformation and workflow automation efforts across multiple product teams, establishing scalable delivery processes and engineering standards.
- Drove adoption of AI tools and development methodologies, such as Specification-Driven Development, to improve developer productivity by over 500%.
- Reduced release cycle times by 88%, enabling faster customer value delivery and improved responsiveness to market demands.
- Engineered an enterprise-wide project tracking dashboard that improved cross-functional visibility and reporting efficiency.

Sugar Llamas

Franchisee and Arizona Area Representative April 2025 – Present

- Own and operate a retail franchise, managing business operations, staffing, financial performance, customer experience, and growth initiatives.
- Partnered with prospective franchise operators to plan, build, train, and open locations across the United States.

Verra Mobility

Senior Software Development Manager April 2025 – September 2025

- Led cloud modernization and platform transformation initiatives supporting New York City's next-generation automated traffic enforcement program, contributing to the successful delivery of a five-year, $998M public-sector contract. Owned the architectural design and 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.
- Led the sourcing and interviewing process which led to the hiring of 8 new engineers.
- Enhanced the onboarding process, reducing ramp-up time by 75%, and accelerating integration into Agile project teams.

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

- Led an organization of 60+ engineers and 6 managers across globally distributed engineering teams supporting mission-critical AWS and Amazon services.
- Defined and executed a multi-year organizational strategy that enabled the creation and scaling of 3 engineering organizations supporting AWS Region Build, S3 User Security, and Registry Abuse Prevention.
- Managed organizational planning, headcount allocation, funding decisions, and risk management across multiple engineering organizations.
- Built high-performing engineering organizations by developing talent at scale, promoting 50+ employees, enabling 12 cross-functional career transitions, and mentoring future engineering leaders.
- Drove engagement, innovation, inclusion, and retention initiatives, consistently earning 100% manager satisfaction and 100% job satisfaction scores in Amazon Connections employee surveys.
- Eliminated 43% of Amazon outages by inventing and launching AWS AppConfig, improving application deployment speed, safety, and reliability.
- 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 in the AWS News Blog from AWS Chief Evangelist Jeff Barr.
- 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 supervised 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.
- Led 250+ technical interviews as a Bar Raiser, helping scale engineering organizations across Amazon while maintaining hiring quality and leadership standards.
- 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.

Turning Technologies

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

- Led cross-functional, globally distributed teams delivering software used by 3,000+ institutions around the world including corporations, K-12 schools, universities, military bases, and government agencies.
- Managed a portfolio of audience response products serving millions of users worldwide across education, government, and enterprise markets.

EDUCATION

Bachelor of Science — Computer Science
Youngstown State University, Youngstown, OH

CERTIFICATIONS

- AWS Certified Cloud Practitioner (CLF-C02)
- AWS Certified AI Practitioner (AIF-C01)
- Agile Certified Product Manager (ACPM) | The Association of PMM
- Certified Scrum Developer (CSD) | Scrum Alliance
- Certified ScrumMaster (CSM) | Scrum Alliance
- Certified Scrum Product Owner (CSPO) | Scrum Alliance