

TODD Q. CHAPMAN

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Engineering Leadership | Engineering Organization Scaling · Quality & Risk Strategy · Agentic AI Transformation

SUMMARY

- Engineering executive with 16+ years in software engineering and 8+ years leading organizations of up to 35 people across SaaS, e-commerce, mobile, and enterprise software.
- Track record of stabilizing at-risk engineering orgs and embedding quality as a shared discipline, not a siloed function.
- Driving agentic AI adoption into core development workflows; trusted by executive stakeholders and enterprise customers for calm, decisive leadership under pressure.

EXPERIENCE

Hive Financial Systems — Director of Engineering

- Led a ~35-person engineering, QA, and infrastructure org across two locations, supporting a multi-portfolio consumer lending platform; designed the org structure, career matrices, and leveling framework.
- Rebuilt release and incident-response practices, turning frequent incidents into routine bi-weekly deployments and cutting resolution time from multi-day outages to under 90 minutes.
- Authored the engineering strategy positioning agentic AI as the primary lever for reducing tech debt and delivery cost; adoption cut engineering cycle time from 90 days to 5 days and cost per story by 60%.
- Built the business case for a platform modernization projecting a 92% ROI with breakeven under 8 months, and personally delivered a production data-sharing integration with an external partner network using an AI-agent-directed workflow.
- Established the org's incident management program and a weekly DORA-based metrics scorecard for executive leadership.

Crunchtime, Inc. — Senior Engineering Manager → Principal QA Automation Engineer

- Led 3 product teams (25 people, 6 direct reports) through a post-acquisition integration; trusted escalation point for enterprise customers.
- Audited a 12,000+ test Selenium E2E suite requiring 24+ hours to run; converted 98%+ to unit/integration tests after determining fewer than 2% warranted keeping.
- Championed developer ownership of testing and established dev-QA pairing as the standard delivery model.

CodeMettle, LLC — Director of Engineering (progressed from Engineering Manager, QA Manager)

- Progressed from QA Manager to Director of Engineering over four years; managed up to 27 engineers across multiple product teams.
- Built the QA function from scratch, developed multiple automation frameworks, and served as Agile coach across all product teams.

Manheim — Senior Software Test Engineer

- Progressed across four teams over 4.5 years, from testing lead to automation engineer to quality coach.
- Built automation in Ruby/JavaScript (contract, iOS testing) and leveraged AppliTools, SauceLabs, and Jenkins CI/CD across web, mobile, and internal tooling.

WORK HISTORY

Hive Financial Systems | Director of Engineering

June 2025 – September 2026

Crunchtime, Inc. | Senior Engineering Manager → Principal QA Automation Engineer

June 2022 – June 2025

CodeMettle, LLC | Director of Engineering (progressed from EM, QA Manager)

March 2018 – May 2022

Manheim | Senior Software Test Engineer

September 2013 – February 2018

EARLY CAREER

Orasi Software — QA Consultant and Lead, 2010–2012

McKesson — Lead, QA Automation, 2012–2013

ACI Worldwide — QE, Automation, 2013

TOOLS & FRAMEWORKS

Languages: Python, Ruby, JavaScript, Scala, C#/.NET, SQL

AI Tooling: Claude Code, Cursor, PlayerZero

Test Automation: Playwright, Selenium, Nightwatch.js, Cypara, Watir, Appium, Cucumber.js, RSpec, Behave

CI/CD & Quality Tooling: Jenkins, Azure DevOps Pipelines, GitHub, GitLab, SauceLabs, AppliTools

Practices: Load & performance testing, rollback playbooks, incident management, DORA metrics

CORE EXECUTIVE COMPETENCIES

- Organizational Scaling & Turnaround
- Quality & Risk Strategy
- Agentic AI Adoption
- Executive & Enterprise Stakeholder Management
- Post-Acquisition Integration
- Talent Development & Coaching
- SDLC & Agile Transformation

EDUCATION

B.A. — Georgia State University, 2003

Major: Communications (Journalism)

Minor: Speech (Rhetoric/Public Speaking)

AWARDS

Surge Award — Hive Financial Systems, Sept. 2026. Peer-voted, for bringing the energy.

People's Choice Award — Hive Financial Systems, April 2026. Voted on by colleagues.