

ZACK ROBINSON

Technical Program Manager — Mobile Platform Delivery, Release Operations & Reliability

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SUMMARY

Technical program lead with **8+ years** delivering mobile platforms in regulated, high-reliability environments: healthcare (Dexcom G6/G7, CVS/Aetna), crash detection (CCC), logistics (JJ Keller), streaming (STARZ), and quick-service retail (McDonald's). Senior engineer by background (native Android, now also iOS), which means estimates, risk calls, and release decisions grounded in how the system actually works. Strong in release readiness, incident triage and root cause analysis, cross-functional coordination across engineering, product, QA, and design, and turning recurring delivery failures into durable process and automation.

CORE COMPETENCIES

Delivery	Release readiness and go/no-go, estimation, risk and dependency tracking, phased rollout, multi-platform store submissions (Google Play, App Store, Amazon)
Operations	Incident response, triage, and RCA; crash- and log-driven diagnosis (Crashlytics, Firebase, New Relic, Mixpanel); SOPs and playbooks
Quality	Code review governance and merge discipline, CI/CD (CircleCI, AppCenter, SonarCloud), test strategy (JUnit, Espresso, Appium), accessibility remediation
Stakeholders	Senior-stakeholder risk communication, weekly demos, Jira/Confluence, agile delivery, remote-first teams across time zones
Technical Workflow	Kotlin, Java, Jetpack Compose, Swift/SwiftUI, REST/JSON, Node/Express/Prisma, PostgreSQL, Git AI-assisted development with Claude Code and Codex, gated by tests, CI, and code review

EXPERIENCE

Blenders in the Grass (via Seamgen / Keystone Analytics) — Senior Android App Developer *May 2024 – Present*
Remote • Contract

- Delivered QR scanning, rewards, and payment processing for a retail ordering app, plus a native Clover app for in-store ordering and barcode/QR workflows.
- Scoped reliability requirements for payment and scanner flows up front rather than as post-launch cleanup.

Dexcom, Inc. — Senior Android Developer (Operations-Focused) *Jul 2022 – Apr 2024*
Remote • Contract (Spotlight)

- Supported the regulated Dexcom G6/G7 medical platform with a focus on operational stability, safe rollout, and defect remediation.
- Managed code flow and review quality for **7 Android engineers**, improving merge discipline and reducing rework.
- Produced estimates, risk notes, and delivery communication for senior stakeholders; coordinated defect triage and release-readiness decisions in Jira/Confluence.
- Drove country-of-residence eligibility checks that enforce regional support rules, generalized for reuse across modules.
- Coordinated Alerts SDK and app-flow updates for new sensor support; strengthened test coverage to reduce regressions.

CVS/Aetna (ActiveHealth) — Senior Android Developer *Jul 2020 – Apr 2022*
Remote/Hybrid • Contract (Seamgen)

- Led delivery of major UI/UX and navigation updates (dashboard, challenges, coaching, profiles), balancing stakeholder requests against implementation risk.
- Ran weekly stakeholder demos and reviewed code for a 4-engineer team, reducing requirement churn.
- Upgraded the release pipeline (CircleCI, SonarCloud, AppCenter, Google Play) and unit testing; drove remediation of **hundreds of accessibility defects**.

CCC (Certified Collateral Corporation) — Senior Android Developer, Crash Detection Library *Dec 2019 – Apr 2020*
Contract (TekSystems)

- Restructured sensor/data collection into a reusable library deliverable consumed as a Gradle dependency.
- Improved detection-service battery life **~7%** over one hour and reduced network usage; added Crashlytics/Firebase instrumentation for diagnosis.

JJ Keller & Associates — Senior Android Developer

Dec 2019 – Mar 2020

Contract (TekSystems)

- Improved ELD Bluetooth connection rate **~20%** and redesigned connection UX, cutting call-center support burden **~40%**.
- Removed **~5,000 lines** of duplicate code and centralized location-services logic to improve reliability.

STARZ, Inc. — Android & Amazon Developer

Sep 2018 – Aug 2019

Direct

- Delivered streaming features across Android mobile and TV, including international variants.
- Built QA/debug tooling and environment controls that shortened release cycles and sped up issue triage.

McDonald's, Inc. — Senior Android Developer

Dec 2017 – Sep 2018

Direct

- Owned repo/branching strategy, CI/build automation, and publishing to Google Play and Amazon App Store for a high-scale consumer app.
- Integrated APIs, payments, store locator, localization, and analytics under GDPR-adjacent constraints.
- Automated QA (Appium/Espresso) and monitored production telemetry (Crashlytics, New Relic, Mixpanel) to stabilize releases.

SELECTED PROGRAMS

AidNow — Emergency hotline directory for Negros Island, Philippines (2025–2026). Coordinated three clients (Android, SwiftUI iOS, Next.js web) on one shared backend with generated contracts, through **1,600+ automated tests** and parallel Google Play and App Store review.

Valkyrie Dispatch — Full-stack emergency dispatch and fleet platform (2025–2026). Backend, web, and native mobile clients with real-time SSE status streaming, shared-contract codegen, and **1,200+ tests** on a real-database CI pipeline.

EDUCATION & HONORS

Indiana University of Pennsylvania — B.S. Technical Communications (*Summa Cum Laude*), Minor in Computer Science
Eagle Scout • Vigil Honor (Order of the Arrow)