

# BOJAN RAJKOVIC

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## SUMMARY

Engineering leader who builds organizations from scratch and delivers measurable business outcomes. Built a 27-engineer organization underpinning a professional monitoring business, driving double-digit improvements in gross margin, handle time, and operational costs. Track record spanning pre-Series A startups through Microsoft acquisition and enterprise-scale banking transformation. Named inventor on 6+ patents. Internal pioneer in applied AI adoption for engineering productivity.

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## CORE COMPETENCIES

**Leadership** · Organizational Design · Engineering Strategy · Platform Engineering · Applied AI · M&A Integration

**Technical** · JavaScript/TypeScript · AWS · Kafka · .NET · Kubernetes · OpenTelemetry · DynamoDB · SDLC

**Domains** · IoT / Security · FinTech · Developer Tools · SaaS

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## EXPERIENCE

### Sr. Director, Software Engineering

May 2021 – Present

*SimpliSafe — Professional Alarm Monitoring*

- Built the engineering organization from the ground up: 5 engineers to 27, partnered with product management, UX, and a 165-person operations organization. Promoted from Principal Software Engineer to Director to Sr. Director.
- Delivered measurable P&L impact on the Active Guard Protection outdoor monitoring business: 28% handle time improvement, 22% reduction in cost to serve, and 14 percentage point improvement in gross margin
- Led design and delivery of a new alarm platform: 39% reduction in handle time, 27% reduction in dispatch rate, 33% reduction in inbound calls, and NPS improvements for the core intrusion monitoring business
- Launched Live Guard Protection (now Intruder Intervention) from scratch, designing the privacy framework: event-driven access controls tied to alarm lifecycle, specialist identity and authentication, and on-camera recording for auditability
- Established value-stream aligned teams with dedicated product partners, resetting a previously fractious engineering-product relationship; engagement scores consistently 15–30 points above company average
- Built a common microservice platform reducing new service standup from weeks to hours, enabling a single unified on-call rotation across the entire organization
- Developed a talent pipeline: Distinguished SWE advising the CTO, 2 Sr. Engineering Managers, and multiple Staff SWEs
- Internal leader in applied AI: developed agentic workflows, delivered company-wide training on AI-augmented development, participated in enterprise tooling selection

### Director, Systems Architecture

Feb 2019 – Apr 2021

*First Republic Bank — Core Banking Replacement*

- Chief architect for all API-related work on a strategic core banking replacement spanning 10+ workstreams and 50+ projects; led a team of 4 providing architectural authority to hundreds of engineers. Promoted twice in 2 years.
- Led greenfield enterprise implementations of API gateway (Apigee) and real-time event streaming (Kafka) as the architectural authority for both platforms
- Partnered with VP and SVP-level business technology partners across lines of business on technology roadmaps and strategic alignment

- Led enterprise software quality and SDLC compliance; built developer guidance on application architecture, non-functional requirements, and API design

## Principal Software Engineering Manager

Oct 2018 – Dec 2018

*CareStack — Dental Practice Management*

- Led 17 engineers; delivered a 1000x performance improvement in a critical billing component and championed engineering systems and culture changes

## Sr. Software Engineering Manager

Jul 2016 – Sep 2018

*Microsoft — Xamarin (Post-Acquisition)*

- Planned and executed post-acquisition transition of Xamarin services and teams into Microsoft: migrated 6 critical services and placed team members across the new organization
- Drove an early bet on WebAssembly-based developer tooling that anticipated the shift to browser-based environments now mainstream via Stackblitz and CodeSandbox
- Developed engineers who went on to the TypeScript compiler team, Sr/Staff roles at GitHub, a startup co-founder role, and Principal SWE Manager at Microsoft

## Engineering Manager / Operations Lead

Feb 2012 – Jul 2016

*Xamarin (acquired by Microsoft) — Employee ~30, Pre-Series A*

- Reported to the CEO. Grew with the company from 30 to a few hundred employees through acquisition. Led customer-facing infrastructure (Store, SSO, Licensing), serving billions of API calls/month on 2–3 EC2 instances
- Built a business intelligence platform that powered Series C fundraising — cohort-based analysis of ARR, LTV/CAC, and customer behavior connecting product decisions to business outcomes
- Transformed the sales quote process from manual workflow to one-click Salesforce integration (fulfillment in under 30 seconds); participated in Microsoft acquisition due diligence

*Earlier: Software Developer/Consultant roles at Cane Systems (telecom OSS) and Air Power Analytics (industrial sensor platforms), 2009–2012.*

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## PATENTS & AWARDS

**SimpliSafe Inventor of the Year, FY2023** — Named inventor on 6+ granted US and Canadian patents covering alarm platform architecture, consolidated alarm UX, customer communication systems, livestream performance, and device management. Multiple additional applications pending.

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## EDUCATION

**Brandeis University**

2006 – 2010