

# JOCELYN TAN GAW

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Accomplished technology executive with a robust 25-year track record, showcasing 18 years of dedicated expertise in Real Estate, Lending, and Mortgage Industries, consistently delivering top-tier software solutions. Recognized as a seasoned leader, adept at spearheading innovation, fostering growth, and strategically orchestrating technology initiatives. Noteworthy proficiency encompasses the successful establishment and collaboration with offshore and nearshore teams across diverse locations, including India, the Philippines, Puerto Rico, and Ukraine.

## KEY STRENGTHS

- **Strategic Leadership:** Demonstrating over two decades of proven expertise in technology leadership, particularly in real estate, lending, and mortgage domains, adeptly guiding dispersed teams for seamless and effective collaboration.
- **Offshore/Nearshore Team:** Proficiently setting up and working with offshore teams, showcasing a talent for establishing and managing remote teams to achieve optimal efficiency and productivity.
- **Budget Management:** Adept at managing budgets, overseeing both Operational Expenditure (Opex) and Capital Expenditure (Capex), ensuring alignment with strategic objectives for financial success.
- **Agile Methodologies:** Successfully implementing full Agile methodologies, collaborating closely with business owners to ensure a harmonious alignment between technology solutions and overarching business objectives.
- **End-to-end Oversight:** Engaging comprehensively in the entire project lifecycle, from the initial stages of requirements gathering and budgeting to architecture design, implementation, and, ultimately, release.
- **Technology Roadmap:** Holding responsibility for the technology roadmap, establishing and implementing best practices and standards throughout the company.
- **Mentorship:** Proficiently mentoring teams, fostering a culture of innovation, diversity, and excellence within the product engineering landscape.

## EXPERIENCE

FEB 2021-  
DEC 2023

### SVP TECHNOLOGY, NEW AMERICAN FUNDING

- Successfully set up offshore entity in 6 months (Chennai, India). The offshore team includes engineers, TechOps/DevOps, QA, and BPS.
- Managed budgets, overseeing OpEx and CapEx, ensuring financial alignments.
- Directed dispersed teams of more than 200 technologists to work cohesively, ensuring the seamless delivery of technology solutions.
- Evaluated and implemented cutting-edge technology and architecture designs for enterprise solutions.
- Manage application and IT service desks and contact center team.
- Member of Risk Assessment committee working closely with legal and CISO office.
- Streamline cloud service cost management, saving the company more than 100k a month.
- Collaborate with the CISO office to ensure the security management of applications.
- Convert on-prem applications to Azure Cloud with microservice architecture.
- Spearhead cloud implementation for Genesys Cloud and Snowflake.
- Tech Stack: C#, .NET Core, Kubernetes, Azure Cloud, REACT, Angular, Microservice Architecture

JAN 2011-  
JAN 2021

## VP INFORMATION SYSTEMS, MR. COOPER

- Managed a cross-functional team in a full Agile environment
- Overseeing the deployment of a SaaS solution
- Streamlining products for brokers, agents, and CRM.
- Established and implemented best practices, standards, and the technology roadmap throughout the division.
- Implemented new innovative solutions (web-based, mobile, and desktop) for real estate agents and brokers, addressing client management, vendor ordering, and document management.
- Responsible for SOX audit documentation and inquiries.
- Tech Stack: C#, REACT, Azure Cloud, Elastic Search, MS SQL

MAY 2001-  
JAN 2011

## VP OF PRODUCT ENGINEERING, BLACK KNIGHT FINANCIAL SERVICES(LPS)

- Led web and mobile software development teams, focusing on transaction management, document management, forms solutions, system integrations, and real estate-related software products.
- Implemented RESTful API solutions for service-oriented architecture.
- Implemented full Agile methodologies, collaborating closely with business owners.
- Delivered solutions for major real estate brokers/franchisors and mortgage lenders in the US, including Berkshire Hathaway, Long and Foster Realty, MRIS Homes, Carrington, RE/MAX, and Bank of America.
- Tech Stack: C#, ASP, ASP.NET, Service Oriented Architecture, RESTful API

JAN 1994-  
APRIL 2001

## DIRECTOR OF TECHNOLOGY OPERATIONS, WORLDPOINT INC

- Managed development teams focusing on content management systems and globalization in Asia, the US, and Europe.
- Led over 100 technologists, including web engineers, software engineers, creative engineers, project managers, and eDocument Specialists.
- Successfully delivered projects for major global clients, including Nike (2000 Sydney Olympics), IBM, Disney, and Sybase.

## EDUCATION

### HAWAII PACIFIC UNIVERSITY

MS INFORMATION SYSTEMS  
MA HUMAN RESOURCE MANAGEMENT

### HAWAII PACIFIC UNIVERSITY

BS COMPUTER SCIENCE