

KLAUS HOFRICHTER

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DEV-OPS and SOFTWARE ENGINEERING EXECUTIVE

I am a dev-ops and software engineering executive with 17 years of experience in large and small companies. My passion is building and motivating high-performance software delivery teams creating cloud services, SaaS and mobile applications. I am looking for an opportunity to contribute by establishing or strengthening software product delivery, innovation, transparency, and accountability. I achieve growth, culture transformation and continuous delivery by mentoring, by making software delivery processes work and by collaboration through open communication with all stakeholders.

I am looking for opportunities in San Diego, but I am open to relocation within the United States.

KEY STRENGTHS

- **Development Processes:** I utilize agile and waterfall development processes with modern methods and automated toolchains to achieve continuous integration. The processes are adapted to the needs of the product and the company culture, and generate metrics for ongoing improvement.
- **Growth through Learning, Mentoring, and Hands-On Engagement:** I actively acquire new skills for myself and provide opportunities for the team to grow professionally and personally through mentoring. I am proficient with private-public cloud systems, languages (Java, Node.js, JS, C, C++, ObjC), operating systems (Linux, Android, Windows, iOS), databases (non-SQL/SQL) and tools (e.g. Git, Jira, Selenium, webpack, Docker).
- **Innovation, Strategy Development, and Plan Execution:** I contribute to strategic product planning with a customer-centric approach, and have consistently proposed, executed development and shipped innovative products. I drive architecture definition and decision-making in a fast-paced environment.
- **Team Building:** I assembled and supervised large and small cross-functional teams between 15 and 120 members comprising user experience, software, hardware, quality and operations to form a single effective organization.
- **Cross-Cultural:** While working in the US, I successfully collaborated with overseas partners and remote management, and have directly or indirectly supervised R&D in Asia, Central America, and Europe.

PROFESSIONAL EXPERIENCE SUMMARY

Everyone Counts, La Jolla, CA

2015-2017

VP Product Engineering

Everyone Counts is a pioneer in the SaaS electronic voting market for public and private customers, such as governments, the Oscars, and shareholder voting. I was responsible for 30 software developers supporting all product lines of Everyone Counts. I established and personally ran agile software development processes, introduced company-wide ISO 9001 practices, joined the executive management and drove a dev-ops approach for product deployment. Specific accomplishments include:

- **Electronic Poll Book** – I led the migration from a legacy client with MySQL backend to a scalable system based on web technologies for more than 25 million voters on a single device with near-real-time voting data synchronization across 50,000 Windows-based Poll Books using Docker on the client, Node.js, and MongoDB.
- **Voting Systems** – I refocused the development team utilizing KPI metrics and appropriate software processes to achieve a streamlined and integrated agile development and deployment cycle. I coordinated the development with product planning, QA, documentation, and the IT team to achieve the nation's first election product certification following V1.1 guidelines of the US Election Assistance Commission. The system also migrated from a private hosting environment to an AWS/Docker installation.
- **Voter Registration** – I supervised an ongoing multi-year project for a voter registration and voter management system for a US state, including frontend/backend development, using Node.js, Angular, and MongoDB.

SONY ELECTRONICS, San Diego, CA**2007 – 2015*****VP Software Engineering / SVP Engineering***

My Sony engineering team consisted of 120+ SW/HW/UX/Ops members with an overall annual budget of \$35M. I reported to the Sony Electronics CEO directly and was responsible for development, deployment, and operation of online services and consumer device software. The product focus was on after-sales revenue generation, video streaming and Internet Services for consumer electronics. Specific accomplishments include:

- Doubled Sales of 4K TV – I supervised a sophisticated service transforming Sony’s presence at 350+ BestBuy stores utilizing limited Internet connectivity for 4K video streaming, customer behavior monitoring and metrics generation. Sales improved significantly at supported retail locations.
- Reduced high rate of product return – I created a US based User Experience team introducing usability testing as part of the standard product development process. As a result, the product return rate dropped significantly. Subsequently, the San Diego UX team took responsibility for Sony’s global usability testing.
- Established Market Leadership for 4K TV – This project was supervised by the Sony Electronics CEO and Tokyo top management directly. I led the development of the worldwide first 4K video content delivery system for 4K TVs, including video player, mobile app and network service shipping with Sony’s first 4K TV. This system was key for Sony’s 4K TV market strategy and is credited with creating Sony’s 4K TV market leadership in the US.
- New Revenue Stream for Consumer Devices – This initiative generated after-sales revenue from consumer devices for the first time within Sony. I led the team to deploy a distributed advertisement system for Sony’s connected TVs and Blu-ray players, generating revenue through profit sharing with ad resellers.
- Spearheaded Sony’s third party developer relations by launching Sony’s unified developer portal.

SONY COMPUTER ENTERTAINMENT, Foster City, CA**2004 – 2007*****Director Software Engineering***

Responsible for 60 engineering members with an overall annual budget of \$18M. The group was in charge of early versions of the PlayStation Network service and contributed software components for the PlayStation3 platform.

SONY ELECTRONICS, San Jose, CA**1999 – 2004*****Various individual contributor and management roles up to Director***

Responsible for 30 R&D engineers with an overall annual budget of \$8M, working on Linux based Set Top Boxes, Flash player for mobile devices running PalmOS, and Java-based network services.

EDUCATION

Technical University Berlin – Master of Science in Electronic Engineering
Carl Jacob Burckhardt Gymnasium – Higher Education School – German “Abitur”

ADDITIONAL INFORMATION***Start-up:***

TwonkyVision (2000): Co-Founder/Owner and active in an advisory role. The company was bootstrapped in Germany and grew organically. TwonkyVision became the international market leader for Network Attached Storage media server software (“TwonkyMedia”) and was successfully acquired by Packet Video (California) in 2006.

Skylar LLC (2015): Founder. The company offers services related to dev-ops, software engineering and IP protection.

Patents:

31 patents submitted (14 issued), in the area of content metadata, internet service personalization, and networking.

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Portfolio: <http://portfolio.klaushofrichter.net>