

ZACHARY FINE

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Engineering leader with 9+ years building and scaling products at The New York Times, Freshly, and Spring Health. Experienced in managing teams of up to 7 engineers, turning business operations into software, and delivering systems that cut manual work and support revenue and budget decisions. Currently leading a multi-airport operations and invoicing platform end to end.

EXPERIENCE

Triangle Services | Garden City, NY

May 2024 - Current

Technical Program Manager (Engineering Lead)

- Built the Ground Maintenance Reporting (GMR) platform from scratch (Rails, React Native), now running at 5 airports, tracking ~10,000 flight legs a year, and generating invoices covering ~\$14–16M in annual revenue.
- Replaced a manual, paper-based billing process that took weeks to finalize and missed billable services with automated invoicing on each customer's chosen cadence (weekly, bi-weekly, or monthly).
- Own the platform end to end, including requirements, architecture, delivery, and support. Lead 1 engineer and drive adoption across 50–60 users in airport ramp operations and billing.
- Ran weekly billing reviews during rollout that caught errors the operations team had missed and fed directly into the product, and set up accountability processes with ramp leads at each airport.
- Integrated GMR with flight data, payroll, and accounting systems, eliminating duplicate data entry and giving leadership real-time visibility into services performed.

Spring Health | Remote

August 2022 - February 2024

Engineering Manager

- Led the launch of a new HIPAA-compliant Electronic Health Record (EHR) system, taking it from no users to ~40,000 licensed providers in a 6-week phased rollout. Delivered on time by cutting lower-priority features from scope as the deadline got closer.
- Met with providers weekly to define EHR requirements, turning their day-to-day clinical work into the product roadmap.
- Delivered provider scheduling features for setting availability and managing appointments, including an API that showed live availability in the patient portal so clients could find and book providers; tracked usage on Datadog dashboards.
- Managed and coached 7 engineers: hired 2, promoted 1, and managed an underperformer through coaching and a formal performance improvement plan.
- Moved the team from Kanban to Scrum, raising sprint commitments completed from ~60% to ~80%, cutting average ticket cycle time from 10 days to 7, and halving missed deadlines.

Freshly | New York

April 2019 - August 2022

Engineering Manager

February 2022 - August 2022

- Managed 6 engineers through weekly 1:1s and turned the product roadmap into execution plans.
- Mentored junior engineers and conducted technical interviews.

Lead Software Engineer

July 2021 - February 2022

- Ran stand-ups, sprint planning, and delivery tracking; translated business requirements into engineering work.
- Set code review standards for quality and performance, and created the Freshly Wiki for engineering documentation and onboarding.

Full Stack Engineer

April 2019 - July 2021

- Built and architected features in Ruby on Rails and React. Eliminated N+1 queries and added caching across the monolith, cutting funnel page load time by ~2 seconds.

The New York Times | New York

July 2017 - January 2019

Frontend Developer

- Built front-end variants for A/B experiments on nytimes.com (JavaScript, HTML, CSS).
- Built internal React tools that replaced manual steps in editorial and operational workflows.

SKILLS

Engineering: Ruby on Rails, React, JavaScript, SQL, PostgreSQL, GraphQL, RSpec, System Design, Performance Optimization

Infrastructure: AWS/GCP, Kubernetes, Datadog

Leadership: Agile/Scrum, Coaching & Mentoring, Hiring & Interviewing

EDUCATION

B.S., Informatics and Computing | Indiana University Bloomington, Bloomington, IN

January 2014