TYLER VALLILLEE, MBA B.Math

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San Diego, CA

SUMMARY

Technology executive with a track record of **leading large engineering organizations**, modernizing legacy platforms, and delivering AI-driven transformation at enterprise scale. Known for building high-performing teams, driving operational excellence, and delivering mission-critical customer experiences used by tens of millions of users.

Proven ability to lead in **regulated, high-availability environments**—raising uptime to 99.99%, reducing quality escapes by 60%, and scaling platforms supporting over $3B in revenue. Recognized for cross-functional leadership, world-class team engagement, and the ability to translate complex technical strategy into business outcomes.

EXPERIENCE

Director, Software Engineering, Intuit, Inc; San Diego, CA — 2024 - Present

Leader for the Virtual Expert Platform, overseeing **a 100-person engineering organization** delivering Contact Center and Data Engineering capabilities supporting over $3B in revenue.

- Modernized the Product Support platform for **30,000+ TurboTax experts**, introducing AI-powered guidance that significantly increased agent efficiency and accuracy.
- **Rebuilt Data Engineering strategy** around a "shift-left" model, improving velocity, reliability, and developer engagement across the organization.
- Delivered AI-driven automation and workflow optimization for Intuit agents that generated **$5M+ in annual operational efficiencies**.
- Operational Excellence leader for 130+ capabilities across a 350-engineer org; improved uptime to **99.99%** and reduced quality escapes by 60%.
- Regular presenter at **200+ attendee all-hands events**, sharing Leadership and Operational Excellence best practices.

Engineering Group Manager, Intuit, Inc; San Diego, CA — 2012 - 2024

Led the Tax Experiences engineering organization (40+ engineers, 2 managers) responsible for full-stack customer experiences **generating $1B+ in annual revenue**.

- Delivered high-volume, customer-facing web and mobile experiences using Spring Boot, Java, Kotlin, React, Kubernetes, and AWS.
- Implemented auto-scaling and CI/CD modernization, reducing infrastructure costs and accelerating release velocity.
- Received CEO Team Sport Award for leading the technical response to U.S. Covid Stimulus legislation. Delivered three new regulated, high-impact experiences that enabled **hundreds of millions of dollars** in stimulus funds to reach customers.
- Guided TurboTax Online's transition to a multi-datacenter Active/Active architecture, improving resilience and disaster recovery posture.

Staff Software Engineer, Intuit, Inc; San Diego, CA — 2009 - 2012

- Led the transformation of the TurboTax Online Java stack from Apache Tomcat to Spring
- Implemented scaling strategy for Oracle TurboTax Online database to support over 30m users
- Designed and coded Spring services to provide real-time user information to internal partners

Senior Software Engineer, Eventful, Inc; San Diego, CA — 2006–2008

- Created the search infrastructure for the Eventful website using Apache Tomcat and Lucene, which handled millions of search requests a month
- Delivered automated event validation workflow using Amazon Mechanical Turk

Software Engineer, Cymer Inc (ASML); San Diego, CA — 2003-2006

- Led the CymerOnLine development team for latest laser products
- Defined and instituted a series of Agile development practices based on Scrum

EDUCATION

Indiana University - MBA

University of Waterloo, Canada - B.Math

- Maintainer of the second-largest Waterloo undergrad web page by volume (Introduction to SNMP)
- Received a Descartes scholarship