

# CONRAD KIPP

## Solutions Architect | SaaS Platforms, Systems Integration & Workflow Automation

Las Vegas, NV | Open to Remote Roles | [kipp.io](http://kipp.io) | [linkedin.com/in/conrad-kipp](https://linkedin.com/in/conrad-kipp)

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### SUMMARY

Solutions architect and SaaS platform leader with 20+ years designing, building, and evolving business-critical web applications and multi-tenant SaaS platforms across insurance, cybersecurity, education, and consulting environments. Proven track record translating business processes and stakeholder goals into pragmatic technical solutions, workflow improvements, secure integrations, and reliable customer-facing systems. Hands-on strength in SQL/RDBMS, relational data design, REST/JSON integrations, data mapping, SSO/SAML/OAuth, Linux, Docker, GCP, release leadership, and cross-functional delivery. Familiar with AI/LLM use cases, AI-assisted development workflows, Snowflake, and modern cloud data platforms. Strongest fit is solution design and automation enablement in collaboration with engineering and data teams.

### CORE SKILLS

**Architecture & Delivery:** Solution Architecture, Workflow & Process Design, Multi-Tenant SaaS, Workflow Diagrams, Release & Change Management, Technical Documentation, Proof-of-Concept Design

**Data & Integration:** SQL, MySQL/MariaDB, Relational Data Modeling, Snowflake (working knowledge), REST/SOAP APIs, JSON/XML, Data Mapping, Import/Export Workflows, SSO/SAML/OAuth/JWT, Reporting & Dashboards, Vendor Integrations

**Platforms & Tools:** PHP, Laravel, Symfony, JavaScript, Python (working knowledge), Linux, Docker, GCP, Git, ServiceNow, Jira, Confluence, Postman, Sentry, Pingdom, BrowserStack, Selenium, PHPUnit, Pest, draw.io, Figma, Balsamiq

**AI & Automation:** AI-Assisted Development, Workflow Automation, LLM Use-Case Evaluation, Classification/Extraction/Summarization Familiarity, Chatbot/RAG Collaboration Exposure

### PROFESSIONAL EXPERIENCE

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#### Founder / SaaS Platform Architect - Shar.cc

Nov 2025 - Present

*Independent Product Development*

- Designing and building a Laravel-based SaaS platform that enables content creators to launch a branded web presence and create a dedicated space for community engagement.
- Defining platform architecture, creator-facing workflows, and core data structures to support self-service administration, future automation, and maintainable long-term product evolution.
- Translating product goals and user requirements into pragmatic technical decisions across application, database, and user experience layers to support scalable feature development.
- Leveraging AI-assisted development tools to accelerate prototyping, research, and feature delivery, while assessing where AI capabilities could safely improve workflow efficiency and user experience.
- Building the platform with an integration- and automation-ready architecture, emphasizing maintainability, extensibility, and operational simplicity.

#### Software Development Director

Apr 2023 - Jul 2025

*Secure Digital Solutions / TrustMAPP | Minneapolis, MN / Remote*

- Served as technical lead and stakeholder bridge for a cybersecurity SaaS platform, mentoring developers and working directly with enterprise clients, CISOs, and internal teams to translate business requirements into pragmatic solution roadmaps, integrations, reporting, and workflow improvements.
- Re-architected cybersecurity score calculation and caching from a 4+ hour overnight batch process to near-real-time updates, enabling real-time visibility into assessment changes and reducing aggregate scoring latency by more than 99%.
- Designed and delivered integrations and data flows across ServiceNow, Jira, Wiz, JupiterOne, and SAML/SSO systems, supporting reporting and analytics workflows aligned with modern cloud data platforms, including Snowflake concepts.
- Produced technical documentation, workflow diagrams, and modernization plans that aligned stakeholders and the engineering team around pragmatic, lower-risk delivery paths without requiring a full platform rewrite.
- Collaborated on roadmap prioritization, release planning, defect triage, root-cause analysis, and production issue resolution for a compliance-oriented SaaS environment supporting frameworks including NIST, ISO/IEC, PCI DSS, CMMC, GDPR, CCPA, and HIPAA.

## IT Director / Software Developer

Feb 2014 - Nov 2025

*Alicor Solutions | Las Vegas, NV*

- Sole technical owner for a multi-tenant insurance SaaS platform serving 900+ active clients and 1,500+ websites, supporting CRM, ERP, CMS, billing, and quote-form workflows with 3+ million form submissions and 99.9% uptime over 11+ years.
- Architected the platform's MySQL database and built core products and integrations across website management, file handling, billing, analytics, custom form builders, template builders, intranet tools, and Google APIs.
- Designed and maintained integrations and data-mapping workflows with agency management and quoting platforms including HawkSoft, EZLynx, and Vertafore, translating business processes into reliable import/export and API-based solutions.
- Owned release planning, monitoring, incident response, backups, patching, and infrastructure decisions across managed hosting environments, maintaining platform reliability as the company's sole technical leader for 11+ years.
- Executed two data center migrations with near-zero downtime.
- Built analytics and reporting for SaaS operations, website performance, and quote-form workflows, including MRR/ARR, churn, customer LTV, conversion rates, and submission behavior to support product and operational decisions.
- Created automation that converted over 700 client websites to responsive design in less than a week.
- Reduced customer support volume by 90%+ through self-service tools, clearer UX, learning resources, and operational changes that removed high-friction support workloads.

## Web Developer / Consultant

Jan 2007 - Feb 2014

*Houdini Web Solutions | Las Vegas, NV*

- Built custom websites, applications, and integrations for clients across education, entertainment, and small business environments, including Clark County School District and Galavantier.
- Gathered requirements directly from clients, translated business needs into technical solutions, and delivered custom implementations using PHP, MySQL, Symfony, WordPress, Drupal, Magento, CakePHP, Kendo, and other platforms.
- Adapted quickly across legacy systems, CMS platforms, ecommerce tools, hosting environments, and custom data workflows in a consulting setting.

## LEADERSHIP & EXECUTION

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- Led roadmap, release, and delivery decisions across multi-tenant SaaS platforms while balancing stakeholder priorities, technical risk, compliance considerations, and budget constraints to drive pragmatic outcomes.
- Served as the business-to-technical translator for executives, owners, clients, integration partners, and engineering teams, aligning requirements, clarifying tradeoffs, and reducing scope creep.
- Mentored developers through architecture reviews, debugging, metrics/reporting logic, communication, and release practices, supporting ongoing 1:1 coaching in small-team environments.
- Formal people-management experience includes supervising up to 20 direct reports, conducting performance reviews, coaching staff, and managing operational performance in high-volume environments.

## EDUCATION & CONTINUING DEVELOPMENT

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- Computer Science coursework, University of Nevada, Las Vegas
- Business Administration coursework, University of Phoenix
- Ongoing professional development in Laravel/Symfony, AI-assisted development, SaaS architecture, and modern web application practices through Coursera, Laracasts, Symfonycasts, Udemy, Traversy Media, and Mosh.