

JeVaughn Ferguson

SOFTWARE ENGINEERING LEADER | SOLUTIONS ARCHITECT | ENTERPRISE MODERNIZATION

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www.jevaughnferguson.com | Open to remote & international opportunities

ENGINEERING LEADERSHIP

EXECUTIVE PROFILE

Software engineering and technology leader with progressive experience spanning hands-on development, production support, solution architecture, technical leadership, and engineering management. Leads enterprise application portfolios supporting financial-services and insurance operations across multiple Caribbean markets.

Combines business alignment with disciplined delivery, modernization strategy, team development, DevOps, security, performance engineering, and operational reliability. Known for translating complex requirements into practical roadmaps while protecting service continuity and measurable customer outcomes.

LEADERSHIP Engineering management, mentoring, standards, roadmaps, stakeholder alignment, incident leadership	ARCHITECTURE Enterprise modernization, distributed systems, integration strategy, APIs, durable processing
DELIVERY Agile planning, CI/CD, release governance, estimation, quality, production readiness	OPERATIONS Application reliability, security, observability, performance, continuity, technical debt

CAREER PROGRESSION

PROFESSIONAL EXPERIENCE

SAGICOR LIFE JAMAICA

CURRENT

Assistant Manager - Group Insurance Application Services

Technical and application leader for a portfolio of enterprise group insurance systems supporting critical operations across multiple Caribbean markets.

- Set technology direction across modernization, engineering delivery, production stability, security, governance, and application lifecycle management.
- Lead and mentor developers; translate business priorities into solution designs, phased roadmaps, engineering tasks, and measurable delivery expectations.
- Coordinate business, infrastructure, database, security, architecture, operations, and engineering stakeholders during delivery and major incidents.
- Connect engineering investment to customer experience, self-service adoption, transaction success, operational efficiency, and sustainable platform health.

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OCT 2021 - PROMOTED

Team Lead - Application Development

Led application development and technical delivery for an enterprise insurance application portfolio used across several Caribbean countries.

- Implemented CI/CD pipelines for application and database delivery, reducing release cycles from weeks to hours and improving time to market.
- Provided technical leadership, architecture guidance, developer mentorship, and a culture of collaboration and continuous improvement.
- Maintained solution documentation, technical specifications, interfaces, and architecture views to improve supportability and shared understanding.
- Facilitated sprint planning, backlog refinement, daily coordination, and delivery governance within Agile teams.

SELECTED EXPERIENCE

PROFESSIONAL EXPERIENCE

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NOV 2019 - OCT 2021

Programmer/Analyst - Application Development

- Designed and delivered customer and advisor-facing platforms supporting digital insurance and investment-policy processing across Jamaica, Cayman, and the Eastern Caribbean.
- Led architecture and development for web platforms connecting customer journeys with policy administration, underwriting, risk assessment, and document-management capabilities.
 - Supported the secure processing of thousands of policy applications annually while maintaining performance, reliability, and operational continuity.
 - Translated business processes into scalable application workflows and dependable enterprise integrations.

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APR 2018 - NOV 2019

Programmer/Analyst - Application Support

- Supported business-critical, group-wide applications and operational processes.
- Created and maintained routines supporting customer correspondence and policy-document processing.
 - Improved file routing, backup paths, and alternative destinations to strengthen business continuity.
 - Diagnosed and resolved production issues reported by users and monitoring systems across enterprise applications.

BOON COMMUNICATIONS LTD.

JUN 2016 - APR 2018

Junior Programmer

- Developed financial-services features, transaction integrations, and scalable web capabilities.
- Enhanced a loan-origination platform and built dependable routines for transferring sales, purchase, and pledge transactions into core banking systems.
 - Contributed to an online payment and engagement platform, applying cloud infrastructure to meet scalability and performance needs.
 - Built an early foundation in software delivery, data integration, problem solving, and cross-functional collaboration.

OUTCOMES

SELECTED LEADERSHIP IMPACT

RELEASE VELOCITY Reduced enterprise release cycles from weeks to hours through automated application and database delivery.	REGIONAL SCALE Supported digital platforms and enterprise applications operating across multiple Caribbean markets.
OPERATIONAL CONTINUITY Balanced modernization and delivery with reliability, continuity, supportability, and controlled production change.	TEAM EFFECTIVENESS Established clearer engineering standards, mentoring, technical documentation, planning, and cross-team coordination.

OPERATING MODEL

ENGINEERING MANAGEMENT PRACTICE

OPERATIONAL RELIABILITY Application uptime, production support, performance, security, framework currency, dependency hygiene, and sustainable maintenance.	PREDICTABLE DELIVERY Requirements-to-production leadership grounded in estimation, design quality, completeness, Agile discipline, and production readiness.
GOVERNANCE AND ASSURANCE Audit readiness, corrective-action ownership, vulnerability remediation, controlled change, and accountable follow-through.	ENGINEERING HEALTH Deliberate reduction of technical debt and defects through transparent classification, trade-offs, ownership, and continuous improvement.
CUSTOMER OUTCOMES Engineering priorities connected to digital experience, self-service, processing efficiency, transaction success, and product performance.	PEOPLE DEVELOPMENT Active coaching, individual growth planning, clear expectations, engagement, mentorship, and an environment where engineers can succeed.

BREADTH

TECHNICAL & DELIVERY TOOLKIT

ARCHITECTURE & INTEGRATION Distributed systems, event-driven architecture, enterprise APIs, legacy modernization, durable processing, system integration	LANGUAGES & APPLICATION PLATFORMS Java, Spring Boot, Java EE, Angular, TypeScript, C#/I.NET, REST, SOAP, WebSphere
DATA, MESSAGING & CACHE IBM DB2 for i, SQL Server, PostgreSQL, Kafka, RabbitMQ, Redis, CDC, replication, streaming	DEVOPS & PLATFORMS CI/CD, Docker, NGINX, Maven, Git, Linux, cloud infrastructure, deployment automation
RELIABILITY & OBSERVABILITY OpenTelemetry, Grafana, Prometheus, Loki, Tempo, JVM analysis, database performance, production troubleshooting	SECURITY & GOVERNANCE OAuth2, JWT, RBAC, API gateways, data privacy, audit readiness, vulnerability remediation, controlled change

CREDENTIALS

EDUCATION & CERTIFICATION

UNDERGRADUATE STUDIES IN COMPUTING - COMPUTER SCIENCE	University of Technology, Jamaica Completed coursework; degree not conferred
ASSOCIATE DEGREE IN MANAGEMENT INFORMATION SYSTEMS	Montego Bay Community College
AWS CERTIFIED SOLUTIONS ARCHITECT - ASSOCIATE	Amazon Web Services

References available upon request.