

JOSH ENGELS

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PROFESSIONAL SUMMARY

Operations and engineering leader with 15+ years building scalable systems, incident management frameworks, and cross-functional teams at high-growth technology companies. Proven track record of designing automated solutions that reduce incident costs by 70%+ and improve engineering efficiency. Combines technical depth with strategic vision to deliver customer-centric solutions, drive reliability improvements, and maintain regulatory compliance across global operations. Builds training systems and knowledge bases that scale team capabilities while maintaining quality standards.

AREAS OF EXPERTISE

Technical: AI/ML Integration, Incident Management Systems, Business Continuity Planning, SDLC/PDLC, iOS Development, N8N Automation, Process Design, Internal Tooling

Operational: Solutions Engineering, Customer Success Operations, Customer Experience Operations, Technical Operations Management, SOX & SOC2 Compliance, Risk Management, Data-Driven Decision Making

Leadership: Global Team Management, Cross-Functional Collaboration, Stakeholder Communication, Strategic Planning, Training & Knowledge Systems, Vendor/Partner Relations

KEY ACHIEVEMENTS

Built Enterprise Incident Management Framework: Designed and implemented DraftKings' incident management process from the ground up, reducing incident costs by 70% and engineering time committed to incidents by 25% across 1,500+ annual incidents.

Led Apple Maps Data Collection Initiative: Managed end-to-end collection of millions of geospatial data points covering all major US roads, aerial imagery for 50+ US cities and 20+ international cities, coordinating with local operators and international regulators.

Pioneered AI Integration Across Operations: Led adoption of AI tooling across incident response workflows, reducing manual effort and enabling team members to operate at higher strategic levels.

Maintained 100% Regulatory Compliance: Designed Business Continuity Plan and incident response framework supporting quarterly SOX and SOC2 audits with zero compliance findings.

PROFESSIONAL EXPERIENCE

Head of Problem Management Global | DraftKings 2019 - Present

- + Deployed AI across engineering incident response teams, reducing response time by 15% and surfacing relevant information immediately to improve reliability and engineering experience when remediating customer-facing issues.
- + Established global 24/7 incident and problem management operations with rigorous response standards and risk models, generating 15+ reports derived from 25+ data points per incident, providing data-driven metrics for reliability improvements.
- + Translated senior leadership directives into operational execution, generating actionable solutions based on quantitative metrics to drive sustained service quality improvements.

Production and Operations Manager, Maps | Apple 2012 - 2019

- + Joined Apple Maps from project inception, driving business-driven technology initiatives through dynamic product development lifecycles to ensure optimal user experience and creating solutions for unique problems associated with a project of this scale.
- + Managed complete 3D dataset collection lifecycle, including hardware/software development support, field execution, and coordination with international regulators and local operators, ensuring collection aligned with fast-paced iOS release cycle.

Intelligence Analyst | United States Air Force & SAIC 2006 - 2011

- + Held Top Secret clearance; delivered intelligence briefings to leadership guiding mission planning and troop support across South Korea, Florida, and Afghanistan, supporting active war zones.
- + Founding team member for groundbreaking airborne sensor project in Afghanistan, establishing infrastructure and operations providing integrated analysis for tactical efforts.

EDUCATION

M.S. Finance, Northeastern University | **M.S. HR Management**, Golden Gate University | **MBA**, University of Phoenix

MEDIA & PUBLICATIONS

[PagerDuty Case Study](#): Featured collaboration on incident response best practices at DraftKings.

[DraftKings Engineering Video](#): Prepared engineering teams for NFL support featured in company recruitment video.

[Food In Five](#): Published iOS application for location-based food discovery with gamification.