

# PAIGE JULIANNE SULLIVAN

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Open to relocation • References available upon request

## SENIOR TECHNICAL LEADER & AGILE TRANSFORMATION ADVOCATE

I am an innovative and collaborative technical leader with over 29 years of experience designing, building, and managing complex software systems and leading high-performing teams across health research, education, and telecommunications. Proven ability to align technical infrastructure with business goals, mentor and empower engineering teams, champion inclusive and equitable work environments, and drive significant organizational change. Adept at fostering cross-functional collaboration, developing impactful policy, and delivering human-centered software solutions.

## PROFESSIONAL EXPERIENCE

### Programmer Analyst, Major Extremity Trauma Research Consortium

Johns Hopkins Bloomberg School of Public Health – Baltimore, MD | Aug 2020 – May 2025

- Oversaw end-to-end operations of the REDCap-based data platform supporting 40 clinical studies across 80 trauma centers and 25,000+ participants.
- Managed day-to-day technical infrastructure (RHEL & Ubuntu Linux servers, web, DNS, email) and user support for over 1,800 researchers.
- Led development of custom PHP modules, REDCap External Modules, hooks, and system integrations to meet study protocols and enhance platform usability.
- Designed and developed complex case report forms, custom skip logic, calculated fields, and dynamic SQL query fields in collaboration with study managers and investigators.
- Supervised a research assistant supporting data system development and implementation activities.
- Contributed tools to the REDCap community and mentored junior developers.

### Representative, Staff Assembly

Johns Hopkins University – Baltimore, MD | 2022 & 2024

- Elected to represent over 3,600 staff in the inaugural (2022) and 2024 sessions.
- Co-authored Assembly bylaws and served on the Employee Relations Committee, collaborating with HR and benefits teams to resolve constituent issues.
- Advocated for remote employees, non-senior research, and departmental staff.

### Member, Research Staff Working Group

Johns Hopkins University – Baltimore, MD | May 2023 – Mar 2024

- Appointed to contribute to university-wide strategies to attract, retain, and support research staff through HR collaboration and policy assessment.

## **Senior Software Engineer**

Target RWE (formerly Target PharmaSolutions) – Durham, NC | Aug 2019 – Aug 2020

- Managed REDCap-based data systems for 12+ clinical drug trials, ensuring delivery of clean datasets.
- Developed advanced PHP modules, customizations, and reusable extensions for a multi-study REDCap EDC system.
- Orchestrated deployment and scaling of AWS EC2 and RDS instances; built custom AWS dashboard for managing virtual server infrastructure.

## **Programmer Analyst, Distance Education and Learning Technology Applications**

North Carolina State University – Raleigh, NC | Jan 2014 – Oct 2014

- Led operations of the EQUELLA digital asset manager, supporting over one million online learning materials.
- Integrated EQUELLA with Moodle LMS and Shibboleth SSO for university and NC Community College System users.

## **Founder & Chief Executive Officer**

Concert Telecommunications – Raleigh, NC | Jan 2008 – Oct 2014

- Founded and scaled a profitable B2B VoIP telecommunications company using a custom-built hosted phone platform (PHP, Freeswitch, MySQL).
- Designed and maintained core system architecture, including redundant server clusters.
- Led product development, business operations, customer support, and strategic growth, achieving profitability within two years and successfully transitioning ownership.
- Served over 1,200 extensions, primarily in the healthcare sector.

## **Senior Software Engineer**

MedSims by WebMD (formerly TheraSim) – Research Triangle Park, NC | Mar 2011 – Dec 2012

- Rebuilt core simulation platform using OOP PHP and Zend Framework. Led a team of four engineers; sole designer and developer of a new multimedia training product for physicians and nursing education based on high-level business concepts.

## **Advisory Software Engineer, Systems and Technology Group**

IBM – Research Triangle Park, NC | Sep 2004 – Oct 2008

- Senior technical lead for migrating BladeCenter Advanced Management Module (AMM) UI from embedded C++/RTOS to a PHP/Linux platform.
- Directed the daily technical activities of a four-person global engineering team.
- Developed custom UI libraries and an "Out-of-the-Box" setup wizard.
- Represented end-user interests for external stakeholders.