

Dameion E. Dorsner

dameion.e.dorsner@gmail.com - www.linkedin.com/in/dameion-dorsner - Atlanta, Ga.

Experience

2024 – Present

Technology Consulting

Providing technology consulting and implementation services, focusing on data migration, security, and application modernization projects:

- Facilitated migration of a legacy application to a Salesforce-based solution for the Southern Regional Education Board.
- Researched and advised on secure, tiered streaming solutions during a platform migration for The Atlanta Opera Film Studio.
- Consulted on mobile app development and deployment for a special-needs dance nonprofit.

2022 – 2024

Capital One - Senior Manager Software Engineering

Card Tech - Customer Servicing & Strategy

- Directed a team of 5 software engineers managing the call search and assessment platform supporting customer service agents across multiple Capital One lines of business.
- Led cloud infrastructure optimization, migrating persistence layer from Elasticsearch to AWS OpenSearch to align with corporate standards and enhance IAM access controls.
- Partnered with cross-functional business stakeholders and product owners to gather requirements, establish strategic priorities, and deliver mission-critical customer servicing solutions.
- Modernized system architecture by implementing BFF (Backend for Frontend) pattern, reducing redundant services by ~40% and improving performance while lowering maintenance overhead and security vulnerability footprint.
- Architected cloud solution utilizing Java/Spring Boot services on AWS Fargate for complex operations and Node.js Lambda functions for lightweight, serverless processing.
- Delivered comprehensive executive reporting to senior management covering incident management metrics (frequency, severity, duration), SLA adherence tracking via ServiceNow, development allocation analysis (new features vs. maintenance vs. compliance), and AWS cost optimization through Tableau dashboards.

2013 – 2021

Warner Media (Turner Broadcasting) - Senior Technical Manager

General Technology Organization, Media Enablement

- Standardized user management (AuthN/AuthZ) across Warner Media by developing the Dalton platform, repatriating multiple brands (CNN, PGA America, Adult Swim, NBA Digital) from disparate external solutions to a unified internal system.
- Led a team of 6 architects and developers to create Warner Media's fourth-generation internal user management services, delivering scalable Java/Spring Boot microservices with Jersey REST APIs.
- Architected flexible "buffet-style" infrastructure using Terraform and Kubernetes, enabling brands to select customized microservices configurations tailored to their specific operational needs.
- Integrated entitlement services with major digital storefronts (Stripe, Vindicia, Google Play, Apple Store, Amazon, Roku) to secure revenue-generating streaming transactions for live and VOD content.
- Verified subscription entitlements across external providers including Adobe Pass and TV Everywhere, ensuring seamless user access across Warner Media properties.

- Established data-driven decision made by partnering with Turner's Data Lake team to deliver user analytics and operational KPIs via Grafana dashboards.

2007 – 2013

Liaison Technologies (nuBridges) - Lead Software Architect

- Directed global teams delivering PCI-DSS-compliant retail security solutions.
- Architected Token Manager for real-time credit card tokenization, maintaining downstream system transparency; implemented Oasis-compliant Key Manager for encryption key lifecycle management.
- Contributed to patented data security innovations (U.S. Patents 8806204, 8812844).

2004 – 2007

Delta Air Lines - Senior Software Engineer

Site Reliability and Web Service Governance

- Modernized customer-facing systems by implementing Java/SOAP web services, improving reliability and integration with legacy mainframes.

Education & Certifications

BA - Management Information Systems, Georgia Southern University

Microsoft Certified Professional

Certified Scrum Master (2010)

Patent U.S. 8806204 (Systems and methods for maintaining data security across multiple active domains)

Patent U.S. 8812844 (Luhn validation and data security across multiple active domains)

Core Skills

- Leadership & Strategy: People leadership & mentoring, team growth (on-prem, remote, offshore), roadmap planning, cross-team collaboration
- Software Engineering: Full SDLC oversight, Java (Spring Boot & related), Node.js, microservices architecture, application modernization
- Cloud & Infrastructure: AWS (Fargate/ECS/Lambda, WAF, OpenSearch), Terraform, Kubernetes, high-availability mission-critical systems
- Data & Security: High-volume data streaming solutions, entitlement & subscription management, PCI-DSS compliance, digital content security
- Operations & Delivery: Cloud migration, performance optimization, KPI & incident reporting, security/compliance governance