

Reuben Modell

Technical Lead and Operations Manager

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SUMMARY

Practical, reliable Technical Lead and Operations Manager with a strong technical foundation and a proven record in managing teams, systems, and processes.

Began as a web developer, expanded into software analysis and operations, and progressed into technical leadership roles overseeing cross-functional work. Known for supporting developers, translating business needs into actionable tasks, improving workflows, and keeping projects moving.

CORE SKILLS

Technical & Professional

- Project planning and coordination
- Agile workflow: standups, sprints, and ticketing
- Requirement gathering and documentation
- Developer support and task clarification
- Cross-functional communication
- Cloud platforms: AWS and GCP
- OpenAI API integrations
- Web development background across multiple languages
- Databases: MySQL, Postgres, DynamoDB, and Firebase
- Tools: Jira, Trello, and ClickUp

Leadership & Operations

- Operational strategy and process optimization
- Cross-functional leadership
- Vendor and stakeholder management
- Analytics and SEO integration
- Team training and development

EDUCATION & DEVELOPMENT

New Jersey Institute of Technology
Master of Science, Management Information Systems
Completed January 2011

Dale Carnegie - Skills for Success
2019

EMPLOYMENT HISTORY

Director, Product Operations / Technical Lead

November 2021 - June 2025

GPARENCEY | Howell, NJ

- Built and scaled an agile development team, including hiring and mentoring.
- Delivered an MVP marketplace with product, design, and marketing teams.
- Coordinated work across internal and overseas developers.
- Created structured processes and analytics for leadership visibility.

Technical Operations Manager

August 2020 - November 2021

Eastern Union | Howell, NJ

- Oversaw migration from third-party tools to internal systems.
- Led onboarding and training for junior team members.
- Maintained operational reliability and supported KPIs.
- Improved workflows across business units.

Software Analyst

October 2015 - August 2020

CardCash | Lakewood, NJ

- Developed automated workflows to reduce manual processing.
- Collaborated across departments to improve operational systems.
- Created testing and analytics processes for data integrity.
- Documented improvements and reduced operational overhead.

Web Developer

February 2013 - October 2015

Central Analysis Bureau | Lakewood, NJ

- Built internal tools for staff operational workflows.
- Developed early experience in building digital systems.

Web Developer

July 2012 - February 2013

New York Guest Services | New York, NY

- Developed website features and maintained internal systems.
- Deepened practical knowledge of the software development lifecycle.