

Douglas C. James

Engineering Leader · Founder · Full-Stack Web

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Computer engineer turned engineering leader — 10 years shipping production web products, nine of them running my own profitable software studio. I sit where business meets engineering: leading small teams, owning client relationships end to end, and turning messy requirements into secure, scalable, AI-native products. Currently building Merchie.tech, a multitenant e-commerce SaaS for the branded-merchandise industry, and leading its SOC 2 compliance program. I build for people first — safety, security, and privacy by default.

SKILLS

Leadership: Team leadership (built & led teams of 5–7), client & stakeholder management, technical strategy, project scoping & delivery, cross-functional boards

Engineering: TypeScript, JavaScript, React, Next.js, Node.js, React Native, Swift, Python, MySQL, Firebase, GCP, Stripe, Twilio, REST APIs, HTML/CSS (10 yrs)

Security & Compliance: SOC 2 (leading current audit program), ISO 27001 & GDPR alignment, RBAC, 2FA, rate limiting, password management (1Password, NordPass, Dashlane), security documentation review

AI-Native Development: Agentic coding workflows (Claude Code, OpenAI Codex), AI features in production, prompt & context engineering, AI-assisted architecture with human review standards, safety-first & responsible AI deployment

EXPERIENCE

Minute.tech | Founder & Head of Engineering

May 2016 – Present

- Founded and scaled a technical consulting studio; lead a **7-person team** across engineering, design, animation, and sales while owning every client relationship from pitch through delivery.
- Designed, built, and operate **30+ custom production websites** — a bespoke Next.js CMS serving **~30,000 monthly visitors** (6amgroup.com), a children's-literacy nonprofit with a custom family audiobook player and direct Stripe donations (turnthepagekc.org), an interactive tribute to Broadway director Michael Bennett (mirrorman.studio), and more — write-ups at minute.tech/case-studies.
- Architected [Linkbase](https://linkbase.io), an in-house platform for rapid, secure deployment of web apps — ecommerce, RBAC, 2FA, rate limiting, and a full automated test suite — now the foundation for all new product work.
- Building [Merchie.tech](https://merchie.tech), a multitenant e-commerce SaaS for the corporate branded-merchandise industry, architected on Linkbase from day one; leading its **SOC 2 compliance program** end to end — policies, controls, vendor review, and audit readiness.
- Launched [Minute.works](https://minute.works), an on-demand tech-support app (chat, video, scheduling) that delivered **12,000+ consultation minutes** with seamless payments.

Canary Marketing | Lead Web Engineer

Mar 2021 – Mar 2025

- Proved demand with a multitenant storefront proof of concept for **Stitch Fix** and **Levi's** campaigns — **~400,000 pageviews in under a month** — then architected ~30 custom single-tenant React/Firebase (GCP) stores for clients including **Google, Zoom, Okta, Workday, and DocuSign**.
- Managed the dev team building and maintaining **~2,000 web stores** averaging ~8,000 users per store.
- Served on five governance boards (Leadership, ISMS, Ops, Webstore, Processes), steering company technical vision; reviewed security documentation for **ISO 27001, SOC 2, and GDPR** compliance.
- Key technical liaison between leadership, sales, and external tech teams; oversaw **~75 company and client domains** (DNS, redirects, acquisitions).

Earlier Roles · Bay Area, CA

2015 – 2018

- **Coldbrew Creative** — Website Developer (2017–2018): built and maintained sites for Bay Area businesses, working directly with clients.
- **Tesla** — Product Specialist (2016): guided customers through the early EV lineup at the Santana Row showroom.
- **Palo Alto Networks** — IT Specialist (2015): supported 2,000+ employees and tracked a global hardware fleet.
- **ACFN** — IT Technician (2015): diagnosed and serviced ATM hardware, networking, and cash systems in the field.

EDUCATION

San José State University | B.S. Computer Engineering · Minors in Mathematics & Business

2013 – 2019

Coursework from silicon up: C/C++, Verilog, assembly, computer architecture & network design.