

ERIC FEIGENBAUM, PMP, CSM

Windsor, NJ 08561 • (609) 529-9024

feigenbaum@gmail.com • [LinkedIn Profile](#)

Technical
Coaching

Engineering
Leadership

Talent &
Org
Development

Technical coaching and engineering leader with 20+ years of experience building, leading, mentoring, and developing software engineering organizations. Most recently served as the dedicated Technical Coach for a 125+ person R&D organization, partnering with engineers, managers, technical leaders, the CTO, and R&D leadership.

Combines deep engineering leadership experience with a coaching-first approach to career growth, leadership development, performance, communication, and team effectiveness. Turns trusted individual relationships and coaching insights into scalable frameworks, systems, and leadership actions that make technical organizations more effective.

CORE COMPETENCIES

Technical Coaching | Engineering Leadership | Leadership Coaching | Career Development | Manager Development | Engineer Development | Performance Coaching | Team Effectiveness | Career Architecture | Competency Frameworks | Feedback Systems | Difficult Conversations | Communication & Interpersonal Effectiveness | Organizational Development | Engineering Culture | Executive Partnership | Employee Engagement | Agile & Engineering Effectiveness | AI Adoption & Transformation | Coaching Analytics | Program Design & Implementation | Change Management

Technical & Cloud Skills:

AI | Claude Code | Software Engineering | SaaS | Azure | Cloud Platforms | APIs | SQL | Jira | Confluence

SELECTED HIGHLIGHTS

- ❖ Delivered 1,000+ individual coaching sessions with 130+ technical professionals and leaders, earning an average 9.4/10 satisfaction rating across post-session surveys.
- ❖ Created a coaching capability embedded directly within R&D, combining individual development, manager coaching, leadership advising, and organization-wide development systems.
- ❖ Produced documented outcomes across career advancement, leadership growth, performance, communication, confidence, technical development, burnout and time management, and AI adoption.
- ❖ Designed career ladders, competency models, performance rubrics, development plans, feedback systems, and coaching frameworks across multiple technical disciplines.
- ❖ Translated patterns from individual coaching and organizational data into actionable insights for the CTO and R&D leadership.
- ❖ Brought more than a decade of engineering leadership experience to technical coaching, including developing managers and technical leaders and building highly engaged global teams.

PROFESSIONAL EXPERIENCE

The Real Brokerage (REAL Re/Max Group), Remote.

Lead Technical Coach, R&D (May 2025 – Present)

- Delivered 1,000+ individual coaching sessions with 130+ technical professionals and leaders across Engineering, Product, QA, Design, and Project Management, spanning career development, performance, leadership, communication, team effectiveness, and technical growth.
- Created an early-warning channel across organizational levels that surfaced emerging performance, team, and organizational risks, using trusted coaching relationships and sound judgment to identify critical signals requiring leadership awareness or action.

- Earned an average 9.4/10 satisfaction rating across 350+ post-session surveys, with 96.7% rated 8 or higher, demonstrating consistently strong perceived value across a broad technical population.
- Documented coaching outcomes across career advancement, leadership growth, performance, communication, confidence, technical development, burnout and time management, and AI/tool adoption.
- Coached managers and technical leaders on performance and feedback conversations, employee development, expectations, delegation, communication, team dynamics, leadership effectiveness, and navigating difficult interpersonal situations.
- Partnered directly with the CTO and R&D leadership, translating patterns from individual coaching and organizational data into actionable insights on talent development, organizational health, leadership effectiveness, team dynamics, engagement, and emerging risks.
- Designed and implemented scalable development systems including career ladders, competency models, performance rubrics, development plans, feedback systems, and coaching frameworks across multiple technical disciplines.
- Led initiatives to accelerate practical adoption of AI tools and AI-enabled workflows across Engineering, Product, QA, Design, and Project Management, helping employees and leaders adapt skills, practices, and ways of working.

Syneos Health, Princeton, NJ

Progressed through multiple engineering leadership roles over an 18-year career, ultimately leading global engineering organizations while maintaining a strong focus on developing engineers, managers, and technical leaders.

Senior Director, Engineering (Feb 2024 – April 2025)

- Led global engineering teams responsible for enterprise application development and delivery across complex, regulated environments.
- Built and developed high-performing engineering teams through continuous coaching, mentorship, clear expectations, career development, and leadership support.
- Coached engineering managers and technical leaders on team leadership, performance, communication, prioritization, organizational challenges, and employee development.
- Created an environment of strong employee engagement and psychological safety by maintaining close relationships with engineers and leaders across geographically distributed teams.
- Partnered with senior business and technology leaders on organizational priorities, staffing, capacity, technical strategy, and team effectiveness.
- Led Agile delivery and continuous-improvement initiatives across global cross-functional teams while balancing engineering effectiveness with employee sustainability and development.

Director, Engineering (May 2014 – Feb 2024)

- Led and developed engineering teams responsible for enterprise applications, platforms, SaaS solutions, and integrations supporting global business operations.
- Recruited, mentored, and developed engineers and technical leaders, creating opportunities for career progression and expanded leadership responsibility.
- Partnered with senior leadership on technology strategy, organizational priorities, team structure, and major cross-functional initiatives.
- Built collaborative engineering cultures focused on accountability, continuous improvement, technical excellence, and employee development.

Associate Director, Engineering (Jul 2011 – May 2014)

- Led development teams delivering complex clinical technology and systems-integration initiatives.
- Provided hands-on coaching and mentorship to software engineers while developing stronger engineering and Agile practices.
- Introduced Scrum practices that improved collaboration, transparency, iterative delivery, and team ownership.
- Worked across technical and business teams to resolve complex problems and improve delivery effectiveness.

ADDITIONAL CAREER SUCCESS

Manager, Engineering | Syneos Health, Princeton, NJ

Led software engineering and development supporting Finance, HR, and Clinical organizations while continuing to expand engineering leadership responsibilities.

Technical Consultant | Authoria, Inc., Waltham, MA

Designed and implemented enterprise software solutions for clients including SC Johnson, Baxter Healthcare, and Ernst & Young. Created the “Solutions Extensions” methodology for scalable client customization.

Software Engineer | PFPC Global Fund Services (PNC Bank), Boston, MA

Developed front-end and back-end components for financial-services applications and participated across the full software development lifecycle.

EDUCATION

Bachelor of Science (BS) in Computer Science; Minor in Economics (Cum Laude)

Tufts University Medford, MA

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals (AZ-900), Microsoft, Sep 2022

Certified Scrum Developer® (CSD®), Scrum Alliance, Jun 2021

Certified ScrumMaster® (CSM®), Scrum Alliance, Feb 2013

Project Management Professional (PMP), Project Management Institute, Feb 2011