

# JUSTIN LEDOUX

Chief Technology Officer · VP Engineering

Montreal, QC · [justinledoux.com](http://justinledoux.com) · [linkedin.com/in/justinledouxweb](https://linkedin.com/in/justinledouxweb) · Bilingual French / English

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Technology executive with 18 years in software and a decade building for government, healthcare and critical-infrastructure operators, nine of those as CTO and partner of a C\$6.7M publishing and software-as-a-service (SaaS) company. I build engineering organizations that hold together: my longest-tenured engineer is past fifteen years, and when COVID forced me to lay off my entire team in a single day, every person I later called came back. I treat security and compliance as a product capability rather than a checkbox. I co-authored our security policy set and co-led the work that took the company to ISO 27001 audit-ready. I am as comfortable in a pricing model as in an architecture review.

## CORE STRENGTHS

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**Engineering leadership** Scaled a team from 4 to 20 and rebuilt it twice · 34 hires · retention measured in decades · remote-first across three provinces

**Security & compliance** ISO 27001: audit-ready, policy set co-authored and implementation co-led with IT · Cybersecurity Maturity Model Certification (CMMC) Level 1: self-assessed · Federal Risk and Authorization Management Program (FedRAMP) Moderate: program carried about a third of the way · working knowledge of System and Organization Controls (SOC) 2 Type 2 and the Health Insurance Portability and Accountability Act (HIPAA) as the planned next stage

**Technical direction** Offline-first mobile and web platforms · technology selection and high-level architecture · multi-tenant SaaS · white-label modular product design · iOS and Android app store publication

**Commercial** Product pricing and packaging across two product lines · quoting and vendor margin analysis · US federal, state and local government procurement and the General Services Administration (GSA) Multiple Award Schedule

**Funded R&D** \$1.1M in non-dilutive funding: Scientific Research and Experimental Development (SR&ED) tax credits (\$700K over two years), National Research Council Industrial Research Assistance Program (NRC IRAP) contribution agreements (\$375K), PME Montréal (\$50K)

**AI-assisted development** Instrumented adoption of artificial intelligence (AI) across specification, code review and quality assurance (QA), with measured, reported outcomes

## PROFESSIONAL EXPERIENCE

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**QuickSeries Publishing Inc.** Montreal, QC 2007 – Present  
*Emergency management, public safety and preparedness software and publishing for US federal, state and local government, hospitals and critical-infrastructure operators. Top-selling vendor in its GSA Multiple Award Schedule category for over 20 consecutive years.*

**Chief Technology Officer & Partner** 2017 – Present

- Own software strategy, technical direction and delivery for the company's entire technology portfolio; purchased a 15% equity stake and hold voting shares.
- Lead a 10-person engineering and QA organization. Grew it from 4 people to a peak of 20, made 34 hires, and kept engineers past 15 years. Manage a \$1.2M annual engineering budget, roughly double that at peak headcount.
- Own product direction and delivery for QuickICS, an offline-first Incident Command System (ICS) platform for hospital incident command (HICS), utilities, ports and fire services. Set technology selection and high-level architecture with my tech lead and IT director (Angular, NestJS, NX, Ionic, PowerSync, PostgreSQL, Amazon Web Services (AWS)), with the V1.0 release funded by a \$300K NRC IRAP contribution agreement.
- Co-own security and compliance with the IT director. Co-authored the security policy set and led the ISO 27001 implementation to audit-ready; self-assessed compliant with CMMC Level 1. Drove a FedRAMP Moderate effort about a third of the way before it was paused in 2020 to preserve cash.
- When an early version of our QuickSeries Connect app platform went down during a Texas hurricane, immediately traced it to apps downloading their launch content through the application programming interface (API) and shipped an update serving that content directly from S3; service recovered within three hours and every affected customer renewed. The platform has since run at 100% uptime for years.
- Own App Store and Google Play publication for a portfolio of white-label client apps, including rejection appeals.
- Rebuilt the development workflow around AI (Gherkin-first specifications, custom agents, Model Context Protocol (MCP) integrations, AI code review and AI first-pass QA) and measured it: 7% faster raw velocity, with the real returns in specification quality, new unit-test coverage and same-day proofs of concept.
- Priced and repriced two product lines over a decade across seat, feature, population and workspace models with volume and term discounting.
- Laid off the entire engineering team in a single day at the onset of COVID and delivered the news personally; rebuilt over three months, and every person I contacted returned.

## President

2022 – 2023

- Took on the presidency for a year alongside the CTO role; ran company operations and executive meetings.
- Built the print pricing and quoting model, and analyzed printing and assembly vendor margins to route each job to the right supplier. Returned to full-time technology leadership by choice.

## Software & Web Project Lead • User Interface and Experience (UI/UX) Designer & Developer • Freelance Developer

2007 – 2016

- Designed and built QuickSeries' first web and native mobile applications as an outside contractor, then led its full software and web portfolio as the company moved from print into digital products for government and emergency-preparedness customers.

## JL Technologies

Montreal, QC

2016 – 2017

### Founder & President

*Independent consulting firm through which I delivered front-end development and technical leadership to the enterprise and public-sector clients below.*

## Vidéotron • Lead UI Developer & Web Development Best Practices Lead

2017

- Contracted to write and roll out the web development best practices guide for more than 80 developers.
- Led a mixed team of front-end and back-end developers on the redesign of several public-facing services.

## Morgan Stanley • Expert UI Developer, User Experience Group

2016 – 2017

- Built a single UI theme and component library from one source that compiled to every platform the firm used (web, Adobe Flash, iOS, Android and Java), giving teams across the firm one consistent look and behavior.

## Bibliothèque et Archives nationales du Québec (BANQ) • Senior UI Developer

2016

- Front-end lead on the rebuild of Quebec's national archiving platform: rebuilt a 27-year-old system from scratch as an AngularJS application with a reusable component library.
- Introduced Agile and Scrum practices to a team new to them, improving delivery velocity, and coached developers on modern front-end standards and code review.

## TEKsystems

Montreal, QC

2016

### Senior UI Developer

- Placed with Mayo Clinic to build the front end of a consumer-facing DNA testing application in AngularJS, within the privacy and quality requirements of a major clinical institution.

## Yellow Pages Group

Montreal, QC

2013 – 2015

### Lead UI / UX Designer & Front-End Developer

- Led front-end design and development of a single platform that replaced more than forty separate tools account managers used to sell, pitch, export data and share analytics with clients.
- Led three front-end developers and two UI/UX designers alongside a back-end and architecture team that grew past fifteen; built the reusable component library and ran requirements sessions and light user testing with account managers.

**Earlier** Founder & CEO, Luxart Productions: recording studio, film editing and consulting (2009 – 2012)

## TECHNICAL ENVIRONMENT

**Platform** Angular • NestJS • NX monorepo • Ionic (iOS / Android / web) • TypeScript • Node.js • PostgreSQL • MongoDB • PowerSync • CKEditor

**Infrastructure** AWS (EC2, ECS, ECR, Lambda, RDS, S3, Cognito, SNS, CloudWatch, Route 53, VPC, Parameter Store, WAF) • Docker • GitHub Actions • Trivy and socket.dev supply-chain scanning

**Integrations** Federal Emergency Management Agency Integrated Public Alert and Warning System (FEMA iPAWS) • Firebase • Google Maps API and geographic information systems (GIS) • YouTube and Vimeo APIs

**Practice** Gherkin-first specification • Claude Code and MCP tooling • AI-assisted code review and QA • Jira • service-level agreement (SLA) definition and status-page design • App Store and Google Play submission and appeals

## EDUCATION

**Concordia University** Software Engineering / Computer Science coursework, 2011 – 2013

**Recording Arts of Canada** Attestation of College Studies (AEC), Audio Production and Recording, 2009