

Greg Albanese

Senior Software Engineer · Platform & AI Infrastructure

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PROFESSIONAL SUMMARY

Senior Software Engineer with **10+ years** of experience turning complex engineering problems into systems that actually work for the people using them. Whether that's a treasury management platform that drove an 85% increase in daily active users, an HR sync engine that eliminated thousands of help desk tickets, or a developer portal that replaces weeks of manual infrastructure requests with a single click. These days I'm deep in platform engineering and AI tooling at Omnicom.

TECHNICAL SKILLS

AI & Emerging Tech: LLM Integration (Anthropic Claude API), Model Context Protocol (MCP) agent infrastructure, AI-Assisted Development (GitHub Copilot, Claude for VS Code, Claude for Visual Studio)

Engineering Stack: TypeScript, React, NodeJS, .NET / C#, SQL Server, PostgreSQL, AWS, Firebase (Firestore, Functions, Storage), Kubernetes, Helm, Docker, CI/CD, Azure DevOps, Backstage, OAuth

PROFESSIONAL EXPERIENCE

Senior Software Engineer · Omnicom · Jersey City, NJ

Jan 2024 – Present

OneIDP: Internal Developer Platform

- Serve as lead portal developer for OneIDP, Omnicom's enterprise Internal Developer Platform (IDP), built from the ground up on Backstage, React, TypeScript, Express, and Material UI, enabling self-service infrastructure provisioning for developers across all Omnicom agencies worldwide.
- Partner directly with engineering and operations stakeholders across Omnicom agencies to gather requirements, validate workflows, and translate organizational standards into self-service golden path experiences that replace weeks-long ticket-based infrastructure requests, targeting sub-hour provisioning, 80%+ of all Omnicom builds through OneIDP, and a 60%+ reduction in OT Ops manual workload by Q2 2027.
- Built OneIDP as the governed entry point for AI coding agents via MCP (Model Context Protocol), enabling AI-triggered infrastructure provisioning across many tools spanning Temporal, Backstage Catalog, TechDocs, and template execution, subject to identical RBAC, approval gates, cost thresholds, and security controls as human developers.
- Set the ground rules every IDP-provisioned resource has to follow, from consistent naming and mandatory tagging to per-agency access scoping. This keeps costs landing in the right place in Apptio, changes traceable through ServiceNow, and every resource meeting baseline security standards.

Project Triangle: Enterprise HR Data Sync Platform

- Led development of Project Triangle, a .NET / C# data synchronization platform that maintains real-time consistency of employee records across Reach, Workday, and Microsoft Dynamics 365 (D365) for tens of thousands of employees across all Omnicom agencies.
- Engineered a snapshot-based change detection system that compares employee profiles between source HR systems and D365, identifying delta changes (title updates, approver reassignments, etc.) and propagating only the differences, keeping API load light and the data trustworthy.
- Implemented a hybrid sync architecture combining scheduled batch processing and event-driven triggers, ensuring timely updates for time-sensitive fields like expense approvers while efficiently handling bulk record reconciliation.
- Eliminated thousands of help desk tickets by automating up to hundreds of HR record changes per day that previously required manual intervention, freeing operations staff and reducing resolution time from days to near real-time.

Software Engineer · BBDO Worldwide · New York, NY

Oct 2016 – Dec 2023

- Led design and development of a high-volume treasury management system (Angular, .NET Web API, Node.js, SQL), driving an 85% increase in daily active users and API call volume.
- Built a secure OAuth-compliant API following MVC and repository design patterns, enabling maintainable, testable, and scalable request processing.
- Reduced client-facing latency by 40–50% by integrating SignalR for real-time bi-directional communication between clients and the server.
- Improved SQL query performance by over 80%, cutting page load times from 5–10s to under 800ms, by refactoring stored procedures, views, and indexing strategies.
- Drove TDD adoption and established CI/CD pipelines via Azure DevOps, increasing application code coverage to 90% (NUnit, Moq) while reducing deployment time and improving bug detection cadence across weekly sprint cycles.
- Designed and delivered a billing request application for all BBDO agencies using ReactJS, TypeScript, and .NET Web API.

IT Developer II · New York Community Bancorp (NYCB) · Commack, NY

Jan 2016 – Oct 2016

Software Engineer · Schultheis & Panettieri, LLP · Hauppauge, NY

Nov 2014 – Jan 2016

Software Developer · SITA · Bohemia, NY

Sep 2013 – Nov 2014

EDUCATION

University at Buffalo · Bachelor of Science, Computer Science — Buffalo, NY

May 2013