

Mayfield Reynolds

Software Architect



Personal Information

 Raleigh, NC

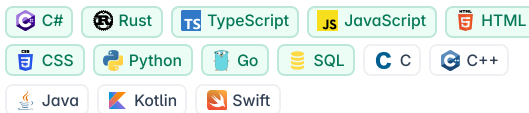
 cv@mayfielddiv.com

 github.com/mayfielddiv

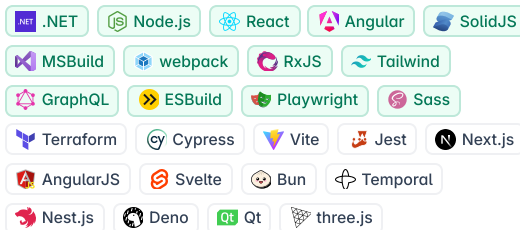
 resume.mayfielddiv.com

Proficiencies

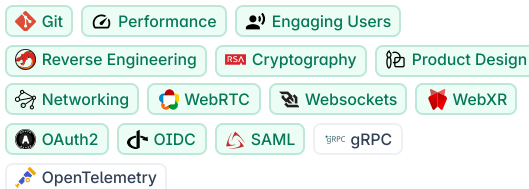
Languages



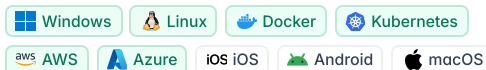
Frameworks & Libraries



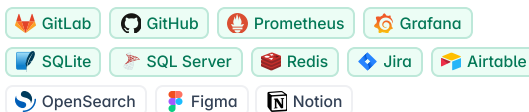
Skills & Technologies



Platforms



Tools & Services



Education

B.S. in Computer Science

B.A. in Mathematics

Wofford College

Spartanburg, SC

Class of 2015

Professional Summary

- ☆ **Programmer.** Recognized as a company-wide expert in a variety of deeply technical and impactful skills, including full-stack development, security, reverse engineering, distributed systems, and real-time communication.
- ☆ **Innovator.** Conceptualized, designed, developed, and launched two novel products streamlining IT support, significantly enhancing technician efficiency and improving end-user experience.
- ☆ **Leader.** Technical lead of the development teams responsible for every aspect of the ScreenConnect products and infrastructure.

Professional Experience

Software Architect (Staff SWE)

2021 - Present

ConnectWise

Raleigh, NC (Remote)

- Lead the development teams in the planning, execution, rollout, iteration, and maintenance of all **high-impact, key initiatives** for ScreenConnect, ConnectWise View, and ConnectWise Access Management
- Mentor, manage, and expand the small team of global, remote engineers that **own everything ScreenConnect**
- Collaborate closely with leadership to determine **product strategy** and build the **technical roadmap** for our team's products and infrastructure
- Collaborate with other top engineers and leaders **across the company** to share technical and product insights, experiences, standards, and vision
- **Created** and developed ConnectWise Access Management (see **Product Details** section)

Lead Software Engineer (Senior SWE)

2018 - 2021

ConnectWise

Raleigh, NC (On-site)

- Worked closely with product management to **steer the direction** of ScreenConnect and ConnectWise View
- Designed **software architecture** of proposed changes and planned work for development teams
- Resident **security guru** - cryptography, authentication systems, web applications, native Windows/Linux applications
- **Owned releases** of our products - cherry-picks, changelogs, upgrade channels, and auto-upgrade rollouts
- **Created** and developed ConnectWise View from scratch (see **Product Details** section)

Software Engineer

2016 - 2018

ConnectWise

Raleigh, NC (On-site)

- Implemented **full-stack** features, bug fixes, and enhancements for ScreenConnect's core product, cloud infrastructure, and extensions (plugins)
- Owned development of several sizable ScreenConnect projects:
 - Defined and automated our **DevOps** processes in GitLab
 - Improved **real-time** screen-capturing and image **compression** performance
 - Various **authentication** projects - new authentication providers, 2FA methods, security hardening

Mayfield Reynolds

Software Architect



Competitive Programming

CCSC:SE Regional

2011 9th place
2012 🥈 1st place
2013 🥈 1st place
2014 🥈 1st place

ICPC Southeast USA Regional

2013 7th place
2014 🥈 3rd place

Product Details

ScreenConnect

(a.k.a. ConnectWise Control)

- Well-loved remote desktop software with a small footprint, high reliability, and broad compatibility
- High-growth, high-profit cornerstone product generating \$50M+ direct ARR and substantially amplifying value across ConnectWise's portfolio
- Proprietary cloud infrastructure provides flexible, resilient, and secure hosting at scale
- Competes toe-to-toe in functionality with multi-billion dollar competitors that have >10x the number of engineers

ConnectWise Access Management

- Privileged Access Management solution balancing robust security with seamless experiences for technicians and end users
- Rapid development: From concept to production in just 6 months
- Record-breaking growth: Fastest product in ConnectWise history to reach \$1M ARR
- Industry-leading innovation: Our strategic foresight and swift execution prompted major competitors, including Microsoft, to develop similar offerings

ConnectWise View

- Innovative real-time web application enabling remote visual troubleshooting via users' mobile device cameras
- Seamlessly integrated across multiple ConnectWise products (PSA, Automate, ScreenConnect) for widespread accessibility
- Extremely easy to use, with SMS-based invitations so simple, even grandma can join a session in seconds

Recent Projects

AI writing assistant

2024 - Present

Independent project

HyperEditor

- Bringing the AI coding assistant experience to a web-based rich text editor for writing prose
- Uses a combination of fast and high-quality LLMs to help provide writing assistance features tailored specifically to each step of the writing process: brainstorming, drafting, revising, proofreading
- Key feature: Low-latency autocompletion that draws on context from provided references

Windows credential provider

2022 - 2023

ConnectWise

ConnectWise Access Management

- Architected and developed a native application for providing new Windows authentication functionality
- Written purely in Rust; consumes many low-level Win32 APIs; securely interacts with ScreenConnect .NET client
- Provides a unique, dynamic UI experience within Windows UAC prompts and logon screens
- LSA authentication package - securely elevates processes without changing privileges of the requesting user

Patents

Systems and Methods for Remote Control in Information Technology Infrastructure

ConnectWise View

2023-07-13

US 11,063,989

Real-time video communication session creation, invitation, and establishment

Hidden Desktop Session for Remote Access

ScreenConnect

18/167,569

2023-02-10

Backstage mode - ScreenConnect's unique, behind-the-scenes Windows session with a custom shell that allows technicians to interact with GUI applications on remote machines without disrupting any users actively using the normal Windows desktop

Systems and Methods for Remote Control in Information Technology Infrastructure

ConnectWise View

2023-01-10

US 11,553,010

Embedding metadata as encoded pixels within video frames, synchronizing real-time depth information with smartphone video streams to enable remote augmented reality features