Douglas Shapiro

Director of DevOps Synario
PFM Solutions LLC

Doug joined PFM in April 2016 and currently serves as the director of DevOps for PFM Solutions LLC. Doug's extensive background in software quality engineering and the software delivery lifecycle shapes his leadership of the DevOps organization. In this role, he oversees the full software delivery lifecycle and leads the team responsible for ensuring the quality, reliability, and continuous improvement of the Synario platform.

Over his tenure, Doug has moved into a broader leadership role focused on operational excellence, cross-team alignment, and delivery efficiency. He has played a key role in implementing Agile methodologies, helping to modernize the software delivery lifecycle and strengthen collaboration between development, product, and client service.

Doug leads the ongoing design, optimization, and continuous improvement of Jira Software and Jira Service Management capabilities, including workflow optimization that supports the software development lifecycle and client-facing support operations. His work has strengthened release planning, workflow transparency, and change management processes across the organization.

Prior to joining PFM, Doug held multiple roles in software quality assurance across many industries, including finance, banking, medical, and pharmacy. He earned credentials as a Certified Scrum Master from the Scrum Alliance and a Certified Software Test Engineer. He is a member of Agile Philly, the Philly Atlassian User Group, and the Philadelphia Area Technology Professionals Networking Group. Doug holds an A.A.S. in computer science from Montgomery County Community College and has completed

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Specialties
Financial Modeling

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A.A.S. in Computer Science
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Started with PFM: 2016

Started in the Field: 1983

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substantial computer science studies at Villanova University.