

BOJAN RAJKOVIC

VP of Engineering · SimpliSafe

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SUMMARY

Engineering leader who builds organizations from scratch. VP of Engineering owning the full customer lifecycle (onboarding, activation, retention, and service delivery) across a **~60-engineer organization** underpinning **~\$700M ARR**. Built the monitoring engineering org from 5 to 27 engineers and drove double-digit improvements in gross margin, handle time, and operational costs. Career spans pre-Series A startups, a Microsoft acquisition, and an enterprise core banking replacement. Named inventor on 6+ granted patents. Co-author of the company's AI strategy.

CORE COMPETENCIES

Leadership · Organizational Design · Engineering Strategy · Platform Engineering · AI Strategy · M&A Integration

Technical · LLM & Agentic Systems · AI-Augmented SDLC · Cloud Architecture (AWS, Kubernetes) · Event-Driven Systems (Kafka, DynamoDB)

Domains · IoT / Security · FinTech · Developer Tools · SaaS

EXPERIENCE

SimpliSafe — *Home Security & Professional Monitoring* *May 2021 – Present*

VP, Engineering — **Customer Lifetime Value** *Mar 2026 – Present*

- Promoted to VP to own customer lifetime value: a **~60-engineer organization** covering activation and adoption, engagement and retention, professional monitoring service delivery, and the iOS, Android, and web apps
- Restructured the organization into value-stream teams aligned to customer lifecycle stages, scaling what worked in monitoring (employee engagement **15–30 points above company average**) across the rest of the portfolio
- Co-authored the company's AI strategy covering customer-facing AI and AI-augmented engineering, and began rolling out agentic development tooling across the organization

Sr. Director, Software Engineering — **Professional Alarm Monitoring** *May 2021 – Mar 2026*

- Built the engineering org behind the monitoring line of business from **5 engineers to 27**, partnering with a 165-person operations organization from site standup to hiring; promoted from Principal SWE to Director to Sr. Director
- Designed and delivered a new alarm platform (**39% lower handle time**, 27% lower dispatch rate, 33% fewer inbound calls) and a shared microservice platform cutting service standup from weeks to hours, with a single on-call rotation
- Internal leader in applied AI: developed agentic workflows, delivered company-wide training on AI-augmented development, and helped select the enterprise tooling
- Launched Live Guard Protection (now Intruder Intervention), designing its privacy framework: event-driven access controls tied to the alarm lifecycle, specialist identity and authentication, and on-camera recording for auditability
- Improved unit economics for the Active Guard Protection outdoor monitoring business: a **14-percentage-point gain in gross margin**, 28% faster handle time, and 22% lower cost to serve

First Republic Bank — *Core Banking Replacement*

Feb 2019 – Apr 2021

Director, Systems Architecture

- Chief architect for all API work on a core banking replacement spanning **10+ workstreams and 50+ projects**; led a team of 4 with architectural authority over hundreds of engineers; promoted twice in 2 years
- Led greenfield implementations of the API gateway (Apigee) and real-time event streaming (Kafka), owning the architecture for both platforms
- Worked with VP- and SVP-level business technology leaders across the bank on technology roadmaps
- Led enterprise software quality and SDLC compliance; built developer guidance on application architecture, non-functional requirements, and API design

CareStack — *Dental Practice Management*

Oct 2018 – Dec 2018

Principal Software Engineering Manager

- Led 17 engineers; delivered a **1000x performance improvement** in a critical billing component and drove engineering systems and culture changes

Microsoft — *Xamarin (Post-Acquisition)*

Jul 2016 – Sep 2018

Sr. Software Engineering Manager

- Planned and executed the post-acquisition transition of Xamarin services and teams into Microsoft: migrated **6 critical services** and placed team members across the new organization
- Drove an early bet on WebAssembly-based developer tooling that anticipated the browser-based development environments StackBlitz and CodeSandbox later made mainstream
- Developed engineers who went on to the TypeScript compiler team, Sr/Staff roles at GitHub, a startup co-founder role, and Principal SWE Manager at Microsoft

Xamarin (acquired by Microsoft) — *Employee ~30, Pre-Series A*

Feb 2012 – Jul 2016

Engineering Manager / Operations Lead

- Reported to the CEO. Grew with the company from ~30 to a few hundred employees through acquisition. Led customer-facing infrastructure (Store, SSO, Licensing), serving **billions of API calls/month on 2–3 EC2 instances**
- Built the business intelligence platform behind the Series C raise: cohort analysis of ARR, LTV/CAC, and customer behavior
- Transformed the sales quote process from a manual workflow to one-click Salesforce integration (fulfillment in **under 30 seconds**); participated in Microsoft acquisition due diligence

Earlier: Software Developer/Consultant roles at Cane Systems (telecom OSS) and Air Power Analytics (industrial sensor platforms), 2009 – 2012.

EDUCATION**Brandeis University** — *B.S.*

2006 – 2010

PATENTS & AWARDS

SimpliSafe Inventor of the Year, 2023 — Named inventor on 6+ granted US and Canadian patents covering alarm platform architecture, consolidated alarm UX, customer communication systems, livestream performance, and device management. More applications pending.