

Patrick Best

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I am a compassionate and curious engineering leader. I love empowering my team and those around me to build and iterate on technical solutions that solve important problems in our world. I have broad experience in full stack development, architecture, technical team lead, and people management roles.

Experience

Engineering Manager

[Snagajob](#), August 2018 - August 2022

Grew and managed a multitude of projects and products at Snagajob, starting as a Software Engineer and leveling up all the way to Engineering Manager.

SMB Job Posting Product

- Improved and maintained over \$1M in billing integrations with Zuora and CyberSource
- Designed and developed integration with internal posting campaign system
- Architected and implemented an integration with Sift, increasing posting fraud prevention

Engineering Organization

- Integrated with AWS Cognito to support log in via Facebook, Google, and Apple
- Rewrote SMS pipeline for increased visibility and adherence to architectural guidelines

Job Seeker Product

- Designed a fraud flagging program for job seekers that resulted in taking down 17,000 fraudulent postings in the first week of implementation
- Increased data visibility and understanding on cross-team, cross-functional initiatives such as job application flows and authentication flows

Mid-Market/Enterprise Product

- Architected a new product pivot at the beginning of the pandemic, leveraging Twilio to host video and phone interviews ([Success story](#))

Leadership

- Administered monthly hack days for engineers; developing monthly themes, coordinating the event, and leading presentations.
- Facilitated focus groups to improve engineering culture and hiring practices from the ground up
- Participated in and graduated from Snagajob's first Leadership Development Program (LDP)
- Ran the API chapter meeting for 1 year, bringing up various topics of discussion, and encouraging others to bring and facilitate conversation about API development
- Managed 5 different FTEs, and 3 contractors; Developed goals, documented progress, and built career paths.

Software Engineer

[Tech Dynamism](#), January 2015 - January 2019

Participated in all aspects of the software development process, from architecture and design to implementation, coding, and testing (Full Stack). Responsible for writing code interfaces, data flows, application availability, and documentation. Assisted in performing on-site client work.

- Performed product design, bug verification, release testing, and beta supported projects
- Supported, maintained and documented software functionality
- Maintained standards compliance
- Saw projects / assignments through to completion while adhering to business timelines
- Improved upon current skills while also developing and mastering new technical skills
- Provided 3rd level support to all applications
- Ensured proper documentation is maintained on all projects
- Worked independently on external client projects by creating business process documentation, implementing technical structures from that documentation, and consulting for technical best practices

Skills

Programming

- C-Sharp (C#) and .Net (Core and Framework)
- Javascript / Typescript
- SQL
- Angular
- Microservice Architecture Design

Tools, Services, and Infrastructure

- AWS
- Snowflake
- Kafka
- RabbitMQ
- MongoDB
- Twilio (Twilio Champion)

Organizational and Leadership

- Scrum and Agile
- Focus Group Facilitation
- Opportunity Trees

References

Candace Nicolls

SVP, People at Snagajob - Leadership Mentor

Email: candace.nicolls@snagajob.com Phone: 757.692.5381

Brian Dillon

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