# K E V I N  A K T U G
## SOFTWARE ENGINEER

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## Professional Summary

Senior Software Engineer with unique background, combining 10+ years of business and technical leadership with 2 years of formal software engineering experience. Rapidly advanced from Associate to Senior Engineer through demonstrated ability to architect complex systems, lead cross-functional initiatives, and bridge technical and business stakeholders.

## Professional Experience

**2013-Present | Custom Ink - Fairfax, VA**

**April 2023-Present ● Software Engineer (Promoted to Senior, February 2025)**

- Architect and maintain business-critical automation system that processes hundreds of orders daily, reducing manual effort by 90%. Serve as primary on-call engineer for incidents affecting core business operations.
- Currently leading the technical implementation of Salesforce CRM integration with our legacy systems, designing RESTful API architecture and contracts, coordinating cross-functional requirements, and managing delivery roadmap.
- Built services to integrate with industry suppliers via PromoStandards-compliant APIs, expanding platform capabilities and reducing vendor friction. Successfully delivered integrations with 2 suppliers before transitioning project to dedicated team.
- Support NetSuite ERP integration through issue triage, code fixes for financial reporting accuracy, and collaboration with finance team on production stabilization.
- Partner with Product Managers and business stakeholders to translate requirements into technical solutions, leveraging deep understanding of business workflows to anticipate edge cases and make informed architectural decisions.
- Conduct daily code reviews, including hands-on integration testing via CLI and UI validation, while providing constructive feedback to enhance code quality and encourage continuous improvement within the development team. Participate in on-call rotation for production incident response and emergency fixes.
- Perform full-stack Ruby on Rails & JavaScript development across microservices and monolithic applications, maintaining production systems using Rollbar/NewRelic/AWS CloudWatch for performance monitoring and incident resolution.
- Improved security and user management by migrating multiple applications away from bespoke authentication/authorization mechanisms to a consistent experience using Auth0 & OKTA.

**2020-April 2023 ● Technology Manager**

**2015-2020 ● Technology Specialist**

**2014-2015 ● Production Art Development Coordinator**

- Developed comprehensive project proposals backed by detailed Return on Investment and Risk analyses. These were achieved using business intelligence tools (Metabase), custom SQL queries, application codebase review, and visual aids to support technical decision-making and inform project prioritization in alignment with company goals.
- Collaborated closely with Software Engineering team (later joined as an engineer) to translate business requirements into technical specifications, reviewing application codebases to identify implementation needs and coordinate cross-functional delivery with Product Managers, UI/UX designers, and QA engineers.
- Wrote and maintained automation scripts (Bash, Adobe Extendscript) that streamlined production workflows and reduced manual processing time.
- Managed the Customer Care Technology Analyst, fostering their growth and skill development through regular one-on-one meetings, performance reviews, and project assignments while supporting ~500 team members with enterprise macOS/Windows environments (JAMF Pro, Dell KACE).
- Supported and championed organizational change from Waterfall to Agile Development Methodology.

**2013-2014 ● Production Artist**

- Processed customer designs to meet printability requirements and provided Adobe Suite technical support.

**2011-2013 | Freelance Multimedia Artist - Fairfax, VA**

**2011-2013 ● Firesabre Consulting, LLC**

**Oct 2012 ● Ave Media, LLC**

- Created 3D environment art & level layout/look development for Fortune 500 companies and the video game "Elite vs. Freedom".

## Skills

**Core Technologies:** Ruby on Rails, JavaScript, HTML/CSS, SQL (MySQL/MariaDB), Git/GitHub, RESTful API Design.
**Tools and Platforms:** AWS (CloudWatch, RDS, Parameter Store, EventBridge), Docker/Kubernetes, CircleCI, Auth0/OKTA, NewRelic/Rollbar, Sidekiq, Minitest/RSpec, JIRA.
**Additional Skills:** Shell/Bash scripting, ERP Integration (Boomi/NetSuite), MacOS/Linux/Windows.

## Personal Projects

igdb_client - Ruby Gem Restiby - CLI-based backup automation Multiple self-hosted Rails apps github.com/Kmagameguy

## Education

Bachelor of Fine Arts in Game Art & Design The Art Institute of Washington | Graduated 2012

## Awards & Achievements

Promoted twice in <2 years (Associate > Senior Engineer) 10x nominated for internal "Inkademy" awards for Innovation at Custom Ink. Graduated Magna Cum Laude with Highest Achievement distinction.