

Max Gogats

Integrations Engineer

mgogats@gmail.com ▪ (845) 608-0640 ▪ linkedin.com/in/max-gogats-a0181b14a ▪ Clarkstown, NY

WORK EXPERIENCE

Pirum Systems, NY – Client Onboarding Engineer

June 2024 - Present

- Managed end to end setup onto the Pirum platform for dozens of new and existing clients from both a technical and business perspective gaining a well-rounded understanding of the securities lending business
- Referred and mentored new tech support hires, growing a US technical team and improving the global support model
- Enhanced automated processes to improve workflow, productivity, reliability, and monitoring across client onboarding and client support
- Developed standardized JSON schema to ingest data into platform improving data integrity and efficiency
- Implemented solution to match \$20m worth of income claims to correct relationships for large lender improving their claims automation
- Improved processing performance by 40% for large lender by reintegrating XML parser to handle multiple messages

Pirum Systems, NY – Application Support

February 2022-May 2024

- Provided US technical support handling a midday handover from London team, quickly resolving external client issues, supporting internal/external users across entire product suite for both the cloud and on-prem services
- Led dozens of incidents calls to resolution under occasional stressful scenarios gathering the correct people and teams to resolve issues in a timely fashion
- Managed opsgenie alerting for US hours reducing the number of false alerts by 25% reducing out of hours callouts
- Documented methods for debugging common issues, liaising with product and development teams to resolve recurring issues
- Enhanced Pirum's security posture analyzing IP addresses used across our firewalls internally/externally
- Improved uptime of mail server by removing outdated logging process spamming the mail queue
- Assisted with platform and application enhancements to reduce bottlenecks on servers, adding memory or drive space where needed, provisioning new servers, load balancing databases, optimizing SQL queries, updating grafana dashboards, improving application logging

RELEVANT PROJECTS

Headstarter AI - Software Engineering Resident

April 2025 - Present

- Develop AI agents simulating customer support utilizing Ollama and other open source frameworks to create a voice to voice model along with an analytics dashboard
- Coached by current/former Google Machine Learning, Two Sigma, Tesla, Figma, and Citadel Engineers

Freelance

June 2022 - Present

- IT Support for small/local businesses
- Freelance WordPress/Shopify Web Development
- Created Google Chrome Extension to interact with the browser using the keyboard for an improved browsing experience
- Developed popular discord music bot with pause/play/skip/loop functionality

SKILLS, CERTIFICATIONS & INTERESTS

Languages:

- Experienced using Perl and Python as well as shell scripting
- Familiar with Terraform, Docker, Ansible, SQL, Javascript, C++, HTML/CSS

Technical:

- Git/Gitlab, Jira, Jenkins, Agile, Grafana, Ansible, AWS, SFTP/FTP, Exim, GPG
- Understanding of distributed systems, load balancing, OSI layers, TCP/IP, VPN, Firewalls

Certifications: AWS Cloud Practitioner, Scala FP-Tower Certificate, Geekuni Perl Fundamentals Certificate

EDUCATION

Binghamton University, SUNY, School of Engineering and Applied Science - Binghamton, New York

July 2021

- Bachelor of Science in Computer Science
- Dean's List Fall 2017