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For 25 years I have been practicing software development (predominantly backend with frontend work as needed) and web operations, holding roles in management and as an individual contributor. I've worked across a wide range of companies, from startups to large organizations, covering a breadth of industries including healthcare, e-commerce, fintech, and gaming.

I dive into my roles, identifying key outcomes, and prioritizing work to deliver the team's mission. When the path is clear I'm a force multiplier; in the face of ambiguity I set a course. I do the hard work, the boring work. And I create the conditions necessary to support focus, so that we work on the right thing at the right time.

## Experience

### Lumos Labs - Engineering Director

10/2020 - Present

- Developed an execution strategy that improved the engineers' delivery capability and increased team velocity as they rewrote our core consumer app.
- Shipped critical medical and research products that served our long-term strategy to expand into more markets.
- Reshaped the interview process to extract stronger signal from candidates in fewer cycles and hit all of our hiring goals in an extremely competitive talent market.
- Managed engineers across a breadth of specialties including data engineering, infrastructure, web and backend development, security, and Corp IT.

### Jeli, Inc. - Co-founder and CTO

8/2019 - 9/2020

- Laid the technical foundation for cloud-first development of a product that aids teams learning from their software incidents. Combined 12-factor application principles, containerized workloads, and AWS services like ECS in a strategy to minimize operational overhead and focus on delivering valuable features.
- Established an early security and compliance program to position the company for a SOC 2 Type 2 attestation that would appeal to early customers.

## Bloomberg, L.P. - Senior Software Engineer

3/2017 - 8/2019

- Managed projects, provided architectural guidance, and engineering expertise to develop a storage automation project that reduced a request backlog from 1 week to 1 day and eliminated a \$1M service contract.
- Designed and implemented a CI platform supporting 4 operating systems, configuration management solutions (Chef, Salt) and multiple projects written in Python, Ruby, and Go. After onboarding 100 repos in 3 months, engineers and management were more confident in their updates, detecting common/recurring bugs, and following consistent testing practices.

## Etsy, Inc. - Staff Operations Engineer

1/2013 - 3/2017

- Partnered with product teams to help them focus operational effort in support of their work including preparing feature launches and honing reliability practices. By describing a minimum set of required outcomes and training to realize them, I provided a clear roadmap to teams that enabled them to consistently deliver reliable features.
- Led architecture reviews, operational readiness efforts, and facilitated incident debriefings to drive an holistic approach to systems thinking and continuous learning.
- Contributed open source tooling in the monitoring space and encouraged the industry to think differently about alert design and the on-call experience.

## Conifer Health Solutions - Technical Services Director (Previously InforMed, LLC)

1/2004 - 1/2013

- Established and grew a Systems Engineering team to support the long-term technical needs of the clinician, customer service, and claims administration departments. We built and implemented low-friction solutions that supported the mission of providing high-quality care at reduced costs.
- Built a Support Desk team, setting service levels for response time and quality, to provide regular assistance to clinicians spread across the country.

## Ebix Health - Senior System Administrator

10/1998 - 1/2004

- Provided post-sales engineering design, implementation, and support to customers including managing onsite customer installations across a range of platforms.

## Miscellany

### Conference Presentations

I am fascinated by the prospect of people using computers to augment their activities during incidents. I've given several presentations on tooling I've built to support on-call engineers, alert design, and how we might apply concepts from Cognitive Systems Engineering to improve the state of the art.

- [Designing Alerts to Direct Attention](https://ryanfrantz.com/talks/designing-alerts-direct-attention/) describes Cognitive Systems Engineering concepts and their application in designing alerts.
  - <https://ryanfrantz.com/talks/designing-alerts-direct-attention/>
- [It's 3AM, Do You Know Why You Got Paged?](https://ryanfrantz.com/talks/3am-why-you-got-paged/) dives into alert design and ways we can aid on-call engineers' ability to orient themselves. I introduce nagios-herald and illustrate how it applies these ideas.
  - <https://ryanfrantz.com/talks/3am-why-you-got-paged/>
- In [Mean Time to Sleep](https://ryanfrantz.com/talks/mtts/), a colleague and I discuss quantifying the on-call experience and tooling we've built to aid engineers.
  - <https://ryanfrantz.com/talks/mtts/>

### Blog Posts

I write occasionally. These are some samples of my posts.

- [Incident Analysis and Chaos Engineering: Complementary Practices](#)
- [Remote Incident Response](#)
- [When Does an Investigation End?](#)
- I've also collected [thoughts on software engineering](#) that I occasionally update.

# Open Source Software

I've open-sourced a few tools I hoped might be useful to others.

- `nagios-herald` is a project that supports adding context to alerts to help orient on-call engineers.
  - See <https://github.com/etsy/nagios-herald>
- `chef-umami` provides a low-friction way to get started writing tests for Chef cookbooks by doing it *for* you!
  - See <https://github.com/bloomberg/chef-umami>