


# Michael Garrett

Frederick, Maryland

An engineering-focused leader with 10+ years of development, management, and agile experience in various industries of all sizes from startup to enterprise.

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## Education

**MBA**, Management, 2020  
Mount St Mary's University  
Emmitsburg, Maryland

**BS**, Information Systems  
Salisbury University  
Salisbury, Maryland

**AA**, Business Administration  
AIU  
Atlanta, GA (Virtual)

## Professional Experience

Senior Engineering Manager / **Zepz**

April 2024 – Present

Zepz is the parent company to Sendwave, a leading payment remittance app. As the manager for the Backend platform, the team is responsible for evolving the existing infrastructure toward a shared services model. The monolithic Python app is being deconstructed to increase product resiliency and to share common components between itself and WorldRemit, another brand of Zepz. Utilizing monitoring and reporting tools such as Datadog, Grafana, Mode and FullStory, this team creates dashboards that ensure full visibility into the running system.

- Leading a platform team of 8 senior and staff-level engineers
- Participating in shaping the new micro-service architecture and providing guidance from past experience
- Built out the roadmap with the Product team to execute the new architecture
- Facilitating conversations between Platform and DevOps teams to move from GCP to AWS
- Maintain Node-based delivery dashboard that visualizes the backend the team maintains

Engineering Manager II / **Spotify**

July 2022 – March 2024

As a highly visible squad in Amplify Advertising, the team is responsible for building the Megaphone ad serving platform. This platform serves as a content delivery system for podcast publishers and advertisers, processing millions of impressions and serving millions of podcasts per day. The role involves communication with multiple teams to build efficient systems that integrate within the Spotify ecosystem.

- Led a platform team of 11 mid/senior engineers geographically distributed across 4 time zones that maintained the Ad Server SaaS backend with mixed language microservices (Go/Java/C++)
- Mentored 2 Engineering Managers (Product, Data Engineering) with 4 engineers each whose teams split from mine
- Managed software deployments to GCP, AWS, and self-managed Rancher K8s cluster
- Coached mid-level engineers through growth plans to help them achieve promotions
- Lead studio-wide initiatives across multiple squads, such as optimizing service latency and infrastructure costs
- Wrote product requirement documents (PRDs) for squad process improvements and the design of new systems.
- Wrote and maintained Infrastructure as Code yaml files for Cloud Connector for Kubernetes

- Analyzed and staffed projects in the ad delivery pipeline that reduced latency tenfold and code complexity to allow faster iteration cycles
- Reviewed code submissions and provided suggestions for design and style improvements.

Founder & Chief Consultant / **Dipuce**

April 2016 – July 2022

Offering software contracting services as well as management supplementation for Agile implementation. Utilizing the knowledge acquired from different projects, Dipuce's goal is to build scalable solutions that are ultimately low maintenance. The longest contract has been with FINRA (Financial Industry Regulatory Authority)

- Directing a midsize team in greenfield development through a tricky infrastructure setup
- Architected and contributed to development effort to rewrite 30+ legacy in-house .NET applications as Scala/JS applications and deploy in the AWS cloud
- Reverse engineered Excel spreadsheet into a fully asynchronous web app
- Contribute bug fixes/enhancements to other teams to increase overall organizational productivity. Languages include Groovy, Python, Java, and Javascript.
- Act as technology representative for recruiting events on university campuses, including student-run hackathons like PennApps and YHack.
- Authored Fedex Shipping module in Java for Broadleaf Commerce open-source project

Engineering Manager / **Caribou Financial Inc**  
2022

October 2020 – June

Growing a small engineering team into one capable of executing on the mission to save our customers money on one of their most expensive assets: their cars. As the first EM hired, I have helped grow the department from 8 to 40+. Currently, I am overseeing the development of the Insurance product to add another revenue stream to the business. Our software stack consists of a series of microservices built with Haskell, deployed with ArgoCD and Argo Workflows to Kubernetes (GKE) within GCP.

- Leading 3 scrum teams of 2-5 ICs using Haskell and Elm to write customer onboarding flow and backend microservices. Pair programming is a central trait of each team.
- Led the push for Event Sourcing and CQRS in new services to support data retention requirements and development ease
- Led the push for better tooling like Jira to automatically report project statuses to the VP and CTO
- Coach and support engineers through career growth plans and quarterly action plans
- Utilize Lattice to make 1:1s more meaningful and actionable, and gauge team sentiment through surveys
- Align with other EMs and Staff Engineers to refine engineering processes and prevent duplications of efforts
- Write job descriptions and perform technical sourcing to fill open roles
- Have appeared on podcasts and promotional videos that aide in recruiting
- Maintain 3<sup>rd</sup> party SaaS relationships, including contract negotiations and relationship management
- Advocated on my IC's part to create new opportunities in framework and language choices
- Fought to maintain team's autonomy and agency so they know they own their code
- Act as a living architectural decision record for past decisions and ensure future engineers understand why certain technologies/processes have been chosen/discarded

Principal Software Engineer / **Sciencelogic Inc**

Feb 2018 – April 2020

Lead engineer for the Billing application and a senior member of the Dashboards UI team tasked with building out new modern face for a rock-solid backend product. The SL1 product is trusted by the top

Internet service providers for its reliability and insight. The same features but a more intuitive interface has been requested by top companies wanting to leverage the platform as well.

- Leading a global team of 5 in re-engineering the billing information collection process with React and Python
- Wrote Dockerfiles, Jenkins Pipeline files, and other orchestration components for next generation billing product
- Implemented executive dashboards with Tableau
- Member of team that designs patterns and makes architectural decisions for the 10+ other UI teams
- Implemented dashboard portability feature and Single Sign On integration with EM7

Lead Product Engineer, Research and Analytics BU / **Sprinklr**

June 2015 – April 2016

Full-stack engineer responsible for leading a multi-national team developing new functionality in the Sprinklr Dashboard while maintaining code in a legacy platform. The apps my team produces specifically will generate \$20m+ in new revenue alone in 2016. Again, deploying Agile methodologies to incrementally deliver functionality to customers in both platforms.

- Lead a small team stateside engineers in producing a UI and API for the new Intelligence Module
- Plan and manage an offshore team to handle the legacy NB dashboard apps
- Optimized the developer portion of our new JS build pipeline after it switched from Backbone/Gulp to Backbone/React/Gulp/Webpack
- Provide real-world engineering leadership to the larger UI team by writing the developer setup guide, documenting previously undocumented code structures and performing code reviews
- Developed POC for legacy dashboard with Marionette/Gulp/Webpack/Bootstrap 3 with the goal of greatly reducing overall complexity and maintenance cost
- Contribute code to Java/Spring backend that connects to MySQL, MongoDB and ElasticSearch
- Utilized Atlassian products (Jira, Confluence, Bitbucket), Github, IntelliJ, and Google Office

Web Applications Team Lead / **NewBrand (Acquired by Sprinklr)**

May 2013 – June 2015

Full-stack engineer responsible for leading the frontend team. Utilizing Agile methodologies to incrementally deliver functionality to customers and refactor a difficult codebase. Provided mentorship and implemented effective management strategies that eventually enabled the team to become self-directed.

- Lead team of 4 UI developers in delivering all customer-facing applications (Dashboard, Admin)
- Organized sprints, estimation meetings and end-of-sprint demos to the larger dev team
- Successfully recruited top-tier talent via developer meetups and networking
- Directed projects as the product owner including the Command Center and Engagement product
- Designed and co-wrote a harvesting stub creation tool with AngularJS/Play framework that has increased productivity over the previous method(s) tenfold
- Use modern frameworks such as Backbone/Marionette, Gulp, NodeJS to aid development speed
- Maintained Scala backend for dashboard with Scalatra deployed to Tomcat 7 container
- Wrote Scalatra plugin for communication with MySQL full-text search column not found in source
- Utilized Atlassian products (Jira, Confluence, Bitbucket), Github, IntelliJ, and Google Office