Rich Hoyt

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Relevant Experience

Software Engineer - LevelUp/Grubhub   Jan 2021 – Present
Engineering Role (Ruby on Rails)

- Took over multiple broken features, repairing and extending each feature's functionality
- Wrote and reviewed scripts for problems too urgent to remediate by deploy-dependent code changes. Conversely, converted non-urgent, regularly run scripts into production-level tools
- Wrote documentation and held office hours to distribute product knowledge across the company
- Continue to write Ruby code as part of a scrum based team working on changes across several different apps, repositories, and parts of the product while beginning to onramp onto a Java-based stack

Master Problem Solver - LevelUp/Grubhub   Mar 2018 – Jan 2021
Engineering/Operations Hybrid Role

- Created forecasting dashboards to try to anticipate and resolve resource intensive events and misconfigurations before they caused problems, and built a backstop of reports and alerts should those forecasts get the weather wrong
- Apprenticed as a programmer and began submitting and reviewing PRs to resolve bug reports, build out internal tools, and implement new product features
- Reorganized LevelUp's bug reporting process to make use of several Jira projects and Zendesk's problem/incident ticket linking pattern to replace a biweekly meeting that demanded the time of several programming leads, department heads, and the CTO

Support Manager - LevelUp   Oct 2016 – Mar 2018
Customer Support Role

- Created and managed a senior support tier to handle escalations for an increasingly complex product for an ever growing client base
- Automated common tasks and support request resolutions to help level one support staff keep pace with volume

- Overhauled LevelUp's support ticket category taxonomy to facilitate exporting and reporting on ticket information to enable billing clients for certain forms of support and to make sure SLAs in place for billed support could be evaluated

Skills, Tools, and Additional Experience

- Ruby, Rails, Postgres, GitHub, Chartio, Sisense, Redash, Jira, Confluence, Sumologic, Logentries, New Relic, Heroku, Salesforce, Zapier, Sendgrid, Braintree, Zendesk, Google Workplace, Postman, Video Conferencing, Slack, Zulip, Working remotely

Education

BA English, Boston College   2012
• Minor in Creative Writing
• Graduated with Honors for completing a senior thesis (a novel)