

Max Ingraham-Rakatansky

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SUMMARY

Software Engineer with Product Management background and combined 5+ years experience delivering technical solutions in startup environments. Consistently excels in cross-functional projects and product-driven teams.

WORK EXPERIENCE

INTERCOM | Product Engineer

August 2023 – May 2025 | London, UK

Email and Whatsapp integrations team; handled complex legacy systems on monolith application; managed weekly message volume of 10M+ with team of four.

Tech Stack: **Ruby, TypeScript, AWS, Snowflake, Datadog, Ember**

- Deputy engineer for **async AWS FIFO queue migration in Ruby** to address **timestamp-sensitive concurrency problem** for Service-Level-Agreement(SLA) feature used by enterprise customers; **leading post-release handover**.
- Refactored legacy **Whatsapp API** and expanded internal tooling in Ruby to surface errors, **reducing support request volume by 15%**.
- Led development of **RESTful API** to fetch real-time message delivery status of Whatsapp outbound marketing campaigns.

FARMERS BUSINESS NETWORK | Backend Software Engineer

August 2021 – March 2023 | San Francisco, CA

Founding member of Top of Funnel team; develop greenfield fintech products and **main liaison for cross-functional projects** with Product and Data Science.

Tech Stack: **Python, REST APIs, PostgreSQL, AWS, Docker, Terraform, Datadog**

- Owned **end-to-end delivery** and project management of **flagship B2C Acre Valuation product** generating >1M views annually in Python and AWS S3.
- Engineered **data ingestion pipeline API across microservices** using Python and PostgreSQL for B2C loan product, **reducing admin maintenance by 80%**.
- Ideated **event timeline internal tool** using asynchronous Python, REST APIs and PostgreSQL to reduce support requests by 25%.

CENTER FOR LONG-TERM CYBERSECURITY | Graduate Researcher

May 2020 – August 2020 | Berkeley, CA

TD INTERNATIONAL

Product Manager | Dec. 2017 – May 2019 | Washington, DC

Owned roadmap and launch of SaaS compliance platform; brought product to market, releasing 8 features and growing to \$300,000 annual revenue in 2 years.

Tech Stack: **SQL, Java, HTML**

- Implemented **Agile framework** to address growth of team, **improving feature delivery rate by 40%**.
- Spearheaded migration of **platform infrastructure** to address scalability issues with **zero production downtime**.

Senior Applications Administrator | Jul. 2016 – Dec. 2017

Spearheaded migration and management of company data to cloud-based platform using data modelling, resulting in comprehensive data-driven operations pipeline.

- Developed Enterprise Resource Planning (ERP) system for risk compliance business unit (~\$11 million annual revenue). Success of system led to **company-wide adoption, improving overall operational efficiency by 35%**.
- **Taught myself Java and HTML** as head of QA Testing for remote development team, **reducing time to feature deployment by 30%**.

Intelligence Analyst | Jan. 2015 – Jul. 2016

EDUCATION

U.C. BERKELEY

MASTER OF INFORMATION

MANAGEMENT AND SYSTEMS

Track: **Software Engineering**

August 2019- May 2021 | Berkeley, CA

RICE UNIVERSITY

BACHELOR IN POLITICAL SCIENCE

August 2010- May 2014 | Houston, TX

SIT - JORDAN

Modernization and Social Change

Spring 2013 | Amman, Jordan

WORK ELIGIBILITY

UK — Skilled Worker Visa (**Sponsorship**)

US — Citizen

MINI-PROJECTS

SPOOR:

Python/Django NFC/QR Music ID app

PORTER:

AWS/Python Civic Chatbot

fURL:

JavaScript link-shortener extension.

TECHNOLOGIES

PROGRAMMING

Ruby • Python • SQL

JavaScript • Golang

Shell • HTML • Ember

SOFTWARE

AWS • Snowflake • Datadog

PostgreSQL • Docker • Git

MySQL • Jenkins • Flask • MongoDB

RESEARCH

"A Data Sharing Discipline," Weber, Nagamine, Ingraham-Rakatansky. Presented at GigaNet, Nov. 2020, Katowice, Poland.