

Ashton McCrate

email: akmccrate@gmail.com

phone: 217-246-8437

ActBlue Technical Services

Senior Engineer, Developer Experience, July 2021 - April 2022

- Managed containerized development environment with Kubernetes, Terraform, and AWS services
- Established SLOs for CI and deployments
- Added metrics and built dashboards for increased visibility into system events
- Automated flakey test tracking and built integrations to facilitate team ownership
- Collaborated with developers and engineering managers to identify points of friction in the development lifecycle and devise automated solutions
- Wrote and maintained developer guides and documentation for onboarding, database migrations, troubleshooting failed deploys, among other topics and shared processes

Engineering Manager, Payments, January 2020 - July 2021

- Managed a team of five engineers. Mentored, coached, and supported them through a pandemic and a highly demanding election season
- Worked closely with product managers and stakeholders to identify high impact opportunities
- Authored RFC process for engineering organization to communicate ideas and solicit cross-team input
- Built one-off payment migrations for presidential candidates to maintain their donor network upon completion of their presidential run

Senior Engineer, Payments, May 2018 - January 2020

- Architected new recurring payment data models and implemented large scale data migrations with zero down time to improve query performance and enable development of user-oriented payment features
- Architected integration plan to move payment processing platform to a new third party payment provider
- Maintained core models and collaborated with other teams to inform and support new usage patterns

Airbnb

Software Engineer, Customer Support Tools, September 2016 - May 2018

- Contributed to building new communication channel for customer service agents and end-users
- Managed global product launch logistics and roll-out strategies for emerging features
- Formulated and implemented deprecation strategies for legacy code bases
- Built new services to meet the need for scalable and flexible customer support ticket infrastructure
- Integrated machine learning models in to internal ticket routing mechanisms

Cozy

Software Developer, Payments, March 2014 - September 2016

- Iterated on ACH payment processing, scheduling, and account management for a start-up offering a monthly rent payment service
- Planned and executed large-scale data migrations
- Managed third-party payment processor integrations and transitions
- Built tools and processes for our support team to respond to customer requests

Technologies

Ruby, PostgreSQL, Rails, AWS (EC2, S3), DataDog, Kubernetes, Terraform, Redis, Git, RSpec, Make, Jenkins, tmux

Previous Employment

Operations & Marketing Coordinator, Saturday Academy

Youth Volunteer Coordinator, Oregon Museum of Science and Industry