

# Ashton McCrate

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## 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 to improve query performance and enable development of user-oriented payment management features
- Developed initial integration plan to move payment processing platform from Worldpay to Stripe

## 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