

# Nathan Lucas

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## Professional Summary

Technical leader proficient in software engineering, systems design, and cross-functional delivery. Bridges engineering, product, and operations to solve complex problems and drive scalable, user-centered solutions. Experienced in leading integrations, guiding architectural modernization, and building internal processes that reduce friction and improve outcomes. Equally comfortable coding, mentoring teams, or aligning stakeholders around shared goals. Driven by curiosity, clarity, and impact.

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## Core Skills

- **Cross-Functional Strategy:** Cross-functional leadership, Project coordination, Stakeholder alignment, Process optimization, Business analysis, Product development lifecycle, Technical mentorship, Agile methodologies
  - **Platforms & Operations:** API & integration strategy, Platform transitions, Workflow automation, CI/CD oversight, Monitoring & alerting, Incident response, Data migration planning
  - **Technical Fluency:** Ruby (Rails), TypeScript (Node.js & React), Python (Django & FastAPI), Java, AWS, Docker, Kubernetes, SQL, RESTful APIs, Microservices architecture, Databases (MySQL, PostgreSQL, MongoDB & Redis)
  - **Communication & Problem Solving:** Technical translation, Root cause analysis, Requirements gathering, Documentation, Training & enablement, Customer advocacy
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## Experience

### LILT, Inc. – Boston, MA

*Team eliminated due to company restructuring.*

**Senior Software Engineer** · September 2025 – January 2026

- Led a security initiative to prevent sensitive customer data from being exposed in application logs, strengthening compliance and operational safety
- Refactored a high-throughput job runner, reducing per-file processing time by ~96% (7s to 0.3s) and significantly improving system efficiency
- Owned and maintained multiple backend services and plugins across Python, Java, TypeScript, and C#, supporting a complex, multi-language platform

### LinkSquares, Inc. – Boston, MA

*Position eliminated due to company-wide layoffs.*

**Staff Software Engineer** · July 2023 – January 2025

**Senior Software Engineer** · April 2022 – July 2023

- Led a company-wide architectural transformation to microservices, improving deployment speed and standardizing technical best practices across engineering, reducing deployment times from multi-hour weekly releases to 15-30 minute ad-hoc deployments
- Mentored engineers and guided critical architectural decisions, enhancing team productivity and elevating code quality standards
- Designed and delivered strategic third-party integrations, directly boosting customer retention and expansion opportunities
- Collaborated with Architecture and DevOps to implement robust security standards (JWT) across all services, enhancing overall system security

## **Globalization Partners – Boston, MA**

**Senior Software Engineer** · August 2021 – April 2022

- Enhanced system observability, reliability, and automation for critical internal platforms supporting finance, reporting, and engineering operations
- Directed SQL optimization efforts, reducing critical reporting load times by ~99% and significantly boosting business intelligence responsiveness
- Architected and deployed automated payment reconciliation workflows, eliminating manual errors and saving the finance team 10–15 hours weekly

## **Constant Contact – Loveland, CO & Boston, MA**

**Associate Software Engineer → Senior Software Engineer** · May 2018 – August 2021

- Co-led a company-wide React frontend architectural transition, significantly improving code consistency and accelerating development velocity across multiple engineering teams
- Developed scalable backend APIs supporting core customer features and strategic third-party integrations
- Collaborated cross-functionally with Product and Design to deliver impactful full-stack experiences with measurable user engagement
- Provided active mentorship to junior engineers and codified best practices, contributing to team scalability

**Customer Engagement Specialist → Senior VOC Technical Engineer** · August 2015 – May 2018

- Served as a crucial technical liaison between customers, support, and engineering, driving systemic product improvements and expertly translating complex technical issues for non-technical audiences
- Engineered and automated internal tools, improving support team throughput by 15-20% and reducing reliance on manual workflows
- Collaborated directly with Engineering to identify recurring issues, automate solutions, and reduce support load across the product portfolio

## **Additional Background**

My deep interest in systems and building began over two decades ago with self-directed programming and project development, cultivating a broad technical foundation. This innate drive has shaped every step of my career. Whether coordinating production on factory floors or supporting field technicians, I've consistently focused on process improvement: building workflows, automating tasks, and connecting people with better tools. I streamlined procurement and wrote scripts, always seeking to reduce friction and improve operational effectiveness.

That instinct led me into software, and it continues to shape how I approach engineering, operations, and cross-functional work today.