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https://github.com/bwinter
Ruby

## Summary

**Senior SWE/SRE** with 16 years of experience building and operating reliable PaaS/SaaS from seed to enterprise on Agile teams. Architecting reliable, mission-critical systems from launch to hundreds of thousands of requests/day and later supporting platforms handling tens of millions of requests/day. Proficient in modern programming languages and procedures, multiple cloud platforms, and SRE practices.

## Experience

**Consulting Engineer**, **Blacks Media**                                                              *remote, Dec 2024 — July 2025*

- Cut **SQL** prototyping, data analysis, and debugging from days to hours by building a project-specific GPT grounded in the team's models, log schema, and datasets.
- Replaced 1/7/14-day usage/conversion rollups with full-history reporting over 10M+ rows while maintaining baseline response times and simplifying maintenance — by reducing joins, centralizing models and adding caching (**Athena**/Iceberg/CloudFront logs/Metabase).

**Software Reliability Engineer 3**, **VMware (acquired by Broadcom)**           *remote, Jan 2020 — Dec 2023*

- Standardized operations visibility across Tanzu, collaborating with **20 microservice teams** to define **SLIs** & **error budgets**, producing a single-pane dashboard with ~200 charts and ~**60 SLIs**.
- Productize dashboard approach with **dashboards-as-code** — authoring 6 reusable **Terraform modules**, maintaining the Wavefront **Terraform provider** and **Go client** to simplify configuration and share logic.
- Provided Tanzu Mission Control continuous monitoring against its **99.99% SLO** by building and operating **Kubernetes** clusters running **custom SLI probes** and **controllers** that emitted metrics to Wavefront (**time-series DB**). (**Kustomize**/**GitOps**/fluentbit, Vault, **Python** and **kubebuilder**)
- Drove **cross-service incident triage** for Tanzu microservice teams, resolving a dozen "no-owner" incidents by leading **blameless RCAs** and pushing through organizational friction to get fixed implemented.
- Led Pivotal Web Services' sunset — offboarding **hundreds of thousands of users** and reducing run-rate by ~$1M/month — by planning cutovers/comms and sequencing cohort removals (**Rails**/**AWS**/Cloud Foundry).

**Senior Software Engineer**, **Pivotal (acquired by VMware)**                       *in-office, Feb 2018 — Jan 2020*

- Maintained full-stack Billing & Account Management app (Rails) and its **CI/CD** — pair programming full time to support **hundreds of thousands of users'** billing needs — through **Rails** feature development, migrations and CI/CD hardening (**AWS**/TDD/**runbooks**/**tooling**).
- Maintained the platform's Rails-based Usage service and its CI/CD, across dozens of versions of the platform by shipping features, updating dependencies and fixing customer/CI issues.
- Sustained Pivotal Web Services (**PaaS**) at a **99.95% SLO** across **thousands of nodes** and dozens of services while deploying weekly updates — using CI gates, canary node pools, automated rollbacks, dashboards & alerts (Datadog/PagerDuty), leading **incident responses** while updating **runbooks** and **tooling** (**Bash**/**Ruby**/**Python**).
- Enhanced culture of candor and learning for 8 teams by increasing psychological safety (Google's Project Aristotle) by moderating **team-building** exercises based on Spotify's Squad Health Check (SHC).
- Invited to participate in the company's NYC-based SHC knowledge-share, collaborating with other facilitators on processes to improve and share our company-wide practice.
- Gave 6 cohorts of 6–8 new engineers an operations baseline to apply on their microservice teams by facilitating a week-long **onboarding curriculum** built around the PaaS our customers ran.

**Consulting Software Engineer**, **Textline**                                                    *in-office, Jun 2017 — Nov 2017*

- Redesigned and rebuilt rigid billing system, enabling dozens of new pricing models by generalizing it into one that was able to bill on arbitrary **Rails** objects/usage.

**Senior Software Engineer**, **Entelo**                                                            *in-office, Mar 2017 — Jun 2017*

- Built a GitHub API-based worker for data pipeline — improving data freshness/coverage for **hundreds of millions** of candidate profiles using TDD and **Rails**.

**Founding Engineer**, <span style="color:blue">Gametime</span>                                    *hybrid, Jun 2013 — Jan 2017*

- Supported company growth and fans — from seed ($100K) to Series B ($20M) — as **primary architect**, **capacity planner**, and 24/7 **on-call** for the first 3 years of ticketing app's existence.
- Enabled early investor demos and customer satisfaction — taking prototype **<40%** purchase reliability to **≥80%** in the first month — by replacing an alpha Python backend with a robust **Ruby** implementation.
- Increased checkout **reliability to 99%** and reduced incident pages from **5–6/month** down to **fewer than one a month** — by adding idempotency, retries/backoff, adaptive polling, queues (**SQS**/**Kafka**), observability (Datadog/Honeybadger) and improving alert hygiene.
- Rightsized backend as users grew from tens of users per day to **tens of thousands of users per day** by implementing **Ruby** microservices on **AWS** (EC2, S3, Route 53) and scaling MongoDB/Redis/etcd clusters.
- **Onboarded new engineers** — improving their feelings of success by keeping time-to-first-commit within the first couple days — by providing early code reviews and code tours.
- Allowed non-technical teams to add hundreds of new venues with thousands of seats for multiple teams/performers and vendors by implementing and teaching JSON/regex-based adapter patterns.
- Delivered 8 vendor integrations and cut **lead times from months to days** by standardizing vendor microservice patterns.
- Grew the engineering team from a single engineer (myself) to 12, participating in hiring ICs, leads and directors.

## Earlier Experience

- **Consultant**, <span style="color:blue">Spiration</span>: Built a web form on Salesforce/Force.com — reducing data-entry errors to **near zero** — using a combination of Visualforce and JavaScript. (*remote, 2013*)
- **Cofounder**, <span style="color:blue">Leadadvo</span>: Automated Craigslist listings for a dozen realtors — **thousands** of ads posted and automatically verified per day — using Selenium, PhantomJS, dedicated proxy infrastructure, Handlebars and a Node.js backend on **AWS**. (*hybrid, 2010 — 2013*)

## Personal Projects & Leadership

- **Game Hosting Platform**, <span style="color:blue">Personal Project</span>: Built a full stack platform on **GCP** which currently supports two headless game servers: Valheim and Barotrauma — collaborated with ChatGPT to produce **Bash**, systemd, **Terraform** and **Packer**-based tooling. https://github.com/bwinter/baroboys (*2024 - Present*)
- **Board Member**, <span style="color:blue">Condo HOA</span>: Kept operations predictable and reserves aligned, achieving no unplanned special assessments, through collaborative budget and reserve planning with fellow directors and property management (Sep 2022 - Present)

## Education

**University of Washington**, B.S. in Computer Science & Applied Mathematics                    *2006 — 2008*

## Skills

**Languages**: Ruby, Bash, SQL, Python, JavaScript, Go

**Cloud & Infra**: AWS (EC2, S3, IAM, Route 53, CloudWatch and more), Linux, Terraform, Docker, Kubernetes, Cloud Foundry, GCP, RESTful APIs

**SRE & reliability**: SLIs/SLOs, error budgets, incident response/RCAs/on-call, postmortems, incident command, TDD, CI/CD

**Observability**: Wavefront, Datadog, New Relic, PagerDuty, Elasticsearch, Fluent Bit, Metabase; dashboards-as-code, performance profiling

**Datastores**: PostgreSQL, Redis, etcd, MongoDB

**Mentorship**: Pair Programming, team technical leader and mentor

**Productivity**: Agile, IntelliJ, vim, Git, JIRA, PivotalTracker, Miro