

## » BASICS

Senior Software Engineer / SRE with 16 years of experience building and operating reliable SaaS across startups and enterprises, including taking products from launch to millions in monthly sales and keeping cloud platforms stable for hundreds of thousands of users. The approach is test-driven and observability-first, guided by clarity and kindness, and it yields fewer user-visible incidents, faster recovery, and a safe environment where teams learn and solve problems together.

## » EXPERIENCE

*Remote · Dec 2024 — Present*

### **Data Engineer · Freelance**

- Replaced an untrusted receivables report (MS SQL) used on wallboards for daily attribution tracking.
- Build Athena reports on CDN logs to track websites usage/conversions informing SEO.
- Developed a custom GPT with project context for SQL prototyping, data analysis, and debugging—cutting personal ramp-up time from days to hours.
- Cut p95 query time ~4× on 10M+ rows within budget via SQL refactors and caching, while simultaneously simplifying maintenance using models.

*San Francisco → Seattle → Remote · 2017 — 2023*

### **Senior Software Reliability Engineer · Pivotal → VMware (2020) → Broadcom (2023)**

- Tech lead for 4 engineers and a PM for ~6 months to sunset Pivotal Web Services (post-acquisition), offboarding hundreds of thousands of public users, rightsizing platform, while maintaining zero downtime for the company's hosted sites.
- Standardized SLIs/dashboards-as-code with 6 Wavefront Terraform modules adopted by ~30 teams (~120 dashboards), cutting onboarding from multi-meeting walkthroughs to a single handoff—the service's gRPC channel name.
- Maintained the open-source Wavefront Terraform provider (Go), adding and adjusting resources and models as APIs evolved to keep modules functional.
- Ran a Kubernetes (K8s) platform hosting hundreds of 5-min reliability probes across multiple availability zones; producing top-level SLIs used in quarterly Tanzu exec reviews.
- Worked in a fully paired, TDD culture with cross-team rotations that let engineers bring their user experience to the platform services they previously depended on.
- Facilitated ~12 onboarding cohorts (6–8 engineers) that allowed new engineers to see how their first team's microservice fit into the platform.
- Moderated ~10 Team Health Assessments (Spotify THA) to improve psychological safety, a key indicator in high performing teams (Project Aristotle).
- Supported the Pivotal Web Services Rails billing and account management system, implementing multiple improvements to the application and its CI/CD pipelines.
- Served as an SRE for Pivotal Web Services (a public Cloud Foundry), participating in on-call duties, maintaining platform infrastructure and extending extensive team tooling.

## » EXPERIENCE

*San Francisco · 2013 — 2017*

### **Founding Engineer, Gametime**

- Scaled a fragile prototype (<40% success) into a ≥99% reliable backend (real-time inventory, transactions, vendor integrations) as monthly sales reached millions.
- Hardened purchase flows against flaky vendor APIs—dropping incident pages from 2–3/week to 1–2/month and reducing duplicate orders at peak load from 5% to <1%.
- Delivered ~8 vendor integrations (several without public APIs); and developed standardized adapters that cut lead time from months to days.
- Kept purchase flows stable under peak load (thousands of users / minute) using Ruby/MongoDB on AWS and message queues (ZeroMQ → SQS).
- Acted as de facto CTO through seed → Series B (\$100K→\$20M), growing engineering team from myself to 12, mentoring 3 interns; shaped hiring practices.

## » EDU

*Seattle, WA 2006 — 2008 | [www.washington.edu](http://www.washington.edu)*

### **Bachelor of Science, University of Washington**

- Computer Science & Applied Mathematics

## » SKILLS

### **Languages**

Ruby, Bash, SQL, Python, Go

### **Cloud & Infra**

AWS, GCP, Linux, Terraform, Kubernetes, Docker

### **Observability & Analytics**

Wavefront, Metabase, Athena/Iceberg

### **Databases**

MS SQL Server

### **Engineering Practices**

SRE, SLIs/SLOs, TDD, CI/CD, Agile, Pair Programming, error budgets/SLAs, Capacity & cost optimization

### **Collaboration & Tooling**

Git, Jira