

# CONRAD MILLER

SENIOR SOFTWARE ENGINEER | DEVOPS & OBSERVABILITY EXPERT

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## PROFILE

Senior Software Engineer with 8 years of full-stack development experience and deep expertise in DevOps, observability, and production readiness. Proven track record as a Subject Matter Expert for AWS infrastructure, CI/CD pipelines, monitoring systems, and automated testing across multiple organizations. Known for rapidly mastering new technologies, architecting scalable solutions, and mentoring team members to accelerate delivery. Successfully delivered production-ready systems across diverse platforms including React, Kotlin, Node.js, Java, and cloud-native AWS environments.

## TECHNICAL SKILLS

**Languages & Frameworks:** Kotlin, TypeScript, JavaScript, Java, Node.js, React, Redux, GraphQL (DGS Framework), Spring Boot

**Cloud & DevOps:** AWS (Lambda, DynamoDB, S3, Terraform), Docker, Kubernetes, OpenShift, GitHub Actions, GitLab CI/CD, JobRunr

**Databases:** PostgreSQL, DynamoDB, Custom Graph Databases

**Observability & Monitoring:** Splunk, New Relic, Synthetic Monitoring, Custom Dashboards & Alerting

**Practices:** Test-Driven Development (TDD), Agile/Scrum, Microservices Architecture, Continuous Integration, Continuous Deployment

## PROFESSIONAL EXPERIENCE

### Senior Software Engineer | Workiva

AUGUST 2024 - PRESENT

- Architected and delivered the Insights and Analysis experience from concept to production, integrating across multiple product areas to surface critical business intelligence to users
- Designed and implemented an event-driven architecture using Kafka and JobRunr to asynchronously process data auditing, creating and resolving insights based on real-time business events
- Established comprehensive production readiness standards including Splunk dashboards and alerts, New Relic monitoring and synthetic traffic, endpoint performance tracking (SLOs), and automated testing coverage exceeding team benchmarks
- Developed custom React hooks enabling intelligent GraphQL data polling with user-friendly status messaging and navigation-resilient state management
- Mentored multiple interns through structured guidance on technical implementation, soft skills, and career development, directly contributing to full-time conversion of one intern post-graduation
- Technologies: Kotlin, TypeScript, React, GraphQL (DGS Framework), JobRunr, Kafka, Splunk, New Relic, AWS, GitHub Actions

### Senior Software Engineer | Equips

JUNE 2023 - AUGUST 2024

- Served as Subject Matter Expert for AWS architecture, deployment pipelines, and DevOps practices across all engineering teams, driving standardization and best practices

- Designed and implemented integrations with customer systems and third-party SaaS platforms, enabling seamless bi-directional data transfer for analytics and operational workflows
- Collaborated with cross-functional agile teams including product managers and UX designers to define technical requirements, project scope, and delivery timelines
- Contributed full-stack features across React UI, GraphQL APIs, and data layer implementations, including customer-facing features, customizations, analytics enhancements, and critical bug resolutions
- Technologies: GraphQL, React, TypeScript, Node.js, PostgreSQL, DynamoDB, AWS Lambda, Terraform

## **Software Engineer | Silicon Valley Bank (SVB)**

**JUNE 2022 - JUNE 2023**

- Built greenfield sales acquisition application from the ground up, partnering with business stakeholders and regulatory teams to ensure compliance with international banking regulations
- Implemented full-stack features integrating with Fenergo SaaS platform for client onboarding and KYC workflows
- Championed code quality through Test-Driven Development (TDD), comprehensive unit testing, and integration testing strategies
- Developed structured onboarding documentation and processes that significantly reduced new team member ramp-up time
- Technologies: React, Redux, TypeScript, Node.js, OpenShift, GitLab CI/CD, Docker

## **Software Engineer | USAA**

**SEPTEMBER 2018 - JUNE 2022**

- Pioneered USAA's first integration with Guidewire SaaS platform on a greenfield small business insurance application, establishing integration patterns adopted by other teams
- Led modernization of legacy life insurance quoting system, migrating from JSP architecture to modern React UI with Java Spring Boot microservices backend
- Served as DevOps champion, implementing GitLab CI/CD pipelines, automated testing frameworks, and observability solutions that improved deployment reliability and frequency of deployments
- Drove adoption of Test-Driven Development practices and Spring Boot best practices across the team, improving code quality and reducing production defects
- Co-architected dynamic UI framework enabling page rendering and routing based on configuration files, reducing feature time to deployment
- Successfully contributed to two major projects spanning greenfield development with SaaS integration and legacy modernization
- Technologies: Java, Spring Boot, React, JavaScript, OpenShift, GitLab CI/CD, Docker, TDD

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## **EDUCATION**

**BACHELOR OF SCIENCE, BUSINESS ADMINISTRATION - IT MANAGEMENT**

Western Governors University | 2018

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## **ADDITIONAL INFORMATION**

- Transitioned from financial advisory to software engineering through self-directed learning and intensive technical training
- Available for relocation to Canada and other international locations
- Able to work in Canada under CUSMA with a simplified, LMIA-exempt work permit