

# Darrin Eden

Senior Software Engineer / DevOps Engineer

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Highly skilled IT professional with extensive expertise in designing, optimizing, and delivering complex software and DevOps solutions for startups and Fortune 100 companies, excelling in diverse environments.

Adept at building scalable, reliable systems that drive performance improvements and streamline operations. Proven track record in leading cross-functional teams, developing distributed systems, and implementing cloud infrastructure and automation. Skilled in creating effective API integrations, enhancing system observability, and driving DevOps transformations. Strong leadership abilities with focus on strategic decision-making, continuous improvement, and empowering teams to innovate autonomously. Proficient in modern programming languages, cloud platforms, and infrastructure as code tools.

## Areas of Expertise

- Software Development Lifecycle (SDLC)
- DevOps & Engineering Leadership
- Cloud Architecture & Distributed Systems
- Performance Optimization & Scalability
- Cross-functional Team Leadership
- API Design & Implementation
- Infrastructure as Code (IAC)
- Data Analytics & Monitoring
- Customer-Centric Design & Development
- Business Ownership & IPO Success
- Automation & Continuous Integration/Delivery
- Containerization & Orchestration (Kubernetes)

## Key Career Highlights

- Founded, built, and sold two software companies, instrumental in leading small company to IPO.
- Expert at understanding customer needs and delivering solutions that maximize user satisfaction and retention.
- Led high-performing DevOps and software engineering teams, driving efficiency and innovation through strong team collaboration.
- Streamlined software delivery, architecture, and operations, focusing on simplicity, reliability, and adaptability for rapid feedback and improvements.
- Adapted to competitive markets, enhancing system speed, agility, and resilience to maintain market leadership.
- Proficient in Go and software architecture, delivering scalable, understandable, and debuggable systems.
- Committed to fostering culture of continuous learning, team development, and organizational adaptation to remain competitive.

## Professional Experience

LaunchDarkly, Oakland, CA  
Software Engineer

Sept 2022 — Sept 2024

Design and develop high-performance solutions to enhance security, reliability, and efficiency in remote environments while boosting developer productivity. Lead revamp of CI/CD systems, enhancing speed, reliability, and operational safety. Mentor engineering team to foster career growth and strengthen technical skills. Resolve and optimize critical trace sampling services, quickly tackling complex debugging challenges.

- Reduced \$800K/year in AWS spend by leveraging deep expertise in AWS capabilities and optimizing resource allocation.
- Architected and launched integrated service catalog, boosting system organization and accessibility.
- Developed Slack chatbots to streamline and automate delivery workflows, enabling developers to freeze, override, and track commits across environments with real-time performance monitoring.
- Accelerated frontend delivery from hours to minutes; improved backend workflow from over three hours to under 30 minutes through process decoupling and optimization.
- Implemented incident management program that fostered organizational learning and reduced pager load from numerous daily low-value alerts to one high-value alert per week.
- Introduced OpenTelemetry tracing to CI/CD pipeline, providing clear, visual insights into time usage and process efficiency.

Ngrok, San Francisco, CA & Seattle, WA  
Principal Software Engineer

February 2021 — Sept 2022

Spearheaded development and enhancement of secure, scalable solutions that improve connectivity and reliability in remote environments, driving innovation throughout process. Enhanced and fortified technology infrastructure for growing startups, ensuring superior end-user experience. Directed and increased system reliability through automation, addressing customer pain points and solving critical problems. Articulated technical strategy organization-wide, ensuring alignment and clarity across teams.

- Formulated and communicated engineering strategy and technology roadmap, boosting internal productivity and guiding 15 software engineers towards goal-oriented decision-making.
- Mentored and supported developers/engineers, advancing their skills and professional growth.
- Designed and delivered Terraform provider and TypeScript client library for public APIs, streamlining customer integration and accelerating developer onboarding.
- Established KPIs and developed a monitoring dashboard for 1,000+ instruments, providing clear insights into system operations and enabling proactive issue management.

- Led initiatives like Kubernetes transition and continuous integration, reducing software change lead time from three days to 30 minutes through automated building, testing, and deployment, minimizing fault risks.

DigitalOcean, New York, NY

June 2014 — February 2020

Senior Software Engineer | October 2016 — February 2020

Designed and implemented robust, scalable cloud infrastructure solutions, enhancing system performance, and driving innovation to improve user experience and operational efficiency. Resolved and mitigated software issues swiftly, maintaining deadlines and ensuring high service quality. Diagnosed and addressed hardware and platform misconfigurations through advanced troubleshooting, implementing solutions to overcome obstacles.

- Engineered and implemented key applications, services, and APIs, increasing machine provisioning velocity, reliability, and efficiency by 2300% (from over 48 hours to under 2 hours).
- Developed data science platform, enhancing customer acquisition funnel efficiency by 90% and boosting revenue by over 30%.
- Modularized monolithic systems into multiple API services, enabling teams to enhance productivity and innovate independently.
- Reduced machine provisioning time from 72 hours to one hour, scaling fleet from 3K to 30K machines.
- Designed and managed 6K CPU core, 300TB big data platform supporting core business operations and fleet analytics.
- Developed SQL-oriented high-cardinality time-series database for correlating hardware failures in diverse environments.

Site Reliability Engineer | June 2014 — October 2016

Ensured stability and performance of network systems, implementing automation and monitoring solutions to enhance reliability and operational efficiency. Transformed change management practices, shifting culture from reactionary to proactive, mitigating risks and preventing recurring issues while ensuring system continuity and scalability during hypergrowth.

- Minimized system downtime from eight hours to just 10 minutes per month.
- Implemented service level metrics, expanding observability from few dozen to thousands of instruments, providing real-time insights into system operations and resilience.
- Cut pager alerts frequency by 80%, enhancing customer satisfaction and boosting employee morale.

DNSimple, Portland, OR

January 2010 — April 2014

Co-founder/Operations Engineer

Co-founded domain names and DNS service provider, integrating system and customer experiences while scaling organization and recruiting specialized software engineers.

- Engineered and launched Erlang authoritative resolver, achieving world-class reliability.
- Developed and executed global anycast network, ensuring uninterrupted service, exceptional performance, and high reliability.
- Grew revenue from zero to \$2M annually through strategic development and market expansion.

## Additional Experience

Heavy Water, Portland, OR

Founder/Principal Consultant

Founded technical operations consultancy, serving diverse client base from startups to Fortune 100 companies. Delivered infrastructure-as-code services to broad range of clients, enhancing their technical operations.

- Assembled and led high-performing team dedicated to developing and maintaining reliable software.
- Educated client developers with proprietary techniques and strategic guidance to streamline software development.
- Positioned organization successfully for sale, ensuring strong market presence and value.

## Education

Dual Major: Computer Science and Computer Engineering

University of Miami, Miami, FL

## Technical Proficiencies

Programming Languages: Go, TypeScript, SQL, Python, Ruby, Rust, React, Node.js

Functional Programming: Elm, Scala, Erlang

Infrastructure: Kubernetes, KVM, Chef, Ansible, Terraform

Distributed Systems: Kafka, Spark

Cloud Platforms: AWS, Google Cloud

Observability: OpenTelemetry, Prometheus