

# Eric Dobbs

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Boulder, Colorado

**I make complex systems and software teams more resilient and more humane.**

- Over two decades in web development
- Personal and professional integrity
- Exceptional written, verbal, and visual communication
- Enthusiasm for learning and teaching
- History of exceeding expectations
- Extremely versatile

## **Manager of Software Development – DevOps**

## **Itron, Inc. (was Comverge)**

December 2013 to March 2018

Impact	<p>Streamlined communications and greatly increased collaboration between QA, Development, IT, and Solutions Delivery with diplomacy and role-modeling.</p> <p>Increased productivity for 20 developers and 4 technicians. Drastically reduced build times and deploy times while also increasing reliability.</p>
Leadership	<p>Fostered deep respect and trust from my team. The director of development received repeated requests that they remain on my team. Several senior devs expressed specific interest in joining my team.</p> <p>Nurtured emotional safety and courage. Established weekly retros and bi-weekly one-on-ones where we focused on social and emotional aspects of software development. Modeled speaking hard truths and admissions of failure. Gave specific and concrete applause frequently.</p> <p>Impacted the entire development team when my fellow managers also adopted retros and one-on-ones.</p>
Mentorship	<p>Successfully encouraged professional development in all levels of technical experience: high-school intern, junior dev fresh out of a code school, intermediate dev transitioning from QA to engineering, and two senior developers.</p> <p>One exceeded their goal of submitting a proposal when their talk was not only accepted, but also well received at Rocky Mountain Ruby 2015.</p>
DevOps	<p>Reduced build times from 8 hours to 30 minutes by a combination of expanding the jenkins cluster from 20 to 70 VMs, and identifying and fixing the worst-offenders in the test suite.</p> <p>Improved our deploys with significant increase in consistency and reducing time-to-deploy from one month to a few hours. Instituted standardized deploy process with team-wide adoption of runbooks, and made semi-automated deploys into a consistent part of the software delivery life-cycle.</p>

## Senior Software Engineer

## Mobilecause

February 2012 to November 2013

Impact	Fostered a culture of continuous improvement through honest and courageous communication, by speaking hard truths, and applauding when others did the same.
Emergent Design	<p>Refactored all outbound messaging, the core purpose of the software, into a delivery service without disrupting any existing message flows. Thanks to this layer of abstraction, only two weeks later we were able to easily improve throughput just in time for a customer's big campaign messaging over 330,000 numbers.</p> <p>Introduced a command dispatcher and handlers for message processing.</p> <p>Created a foundation for modularized html, css, and javascript which enabled migration of the existing UI from a home-grown CSS-soup to Bootstrap.</p> <p>Refactored one particularly messy controller with just a handful of method extractions. A few weeks later those changes enabled a colleague to clarify the routing and models and complete the cleanup without me.</p>
Scale	<p>Profiled outbound messaging performance and throughput. Identified garbage collection and IO as primary bottlenecks.</p> <p>Threaded message delivery for an immediate twelvefold increase in SMS message throughput. Introduced retries and fallbacks to ensure message logging and persistence and expand the ability to identify and diagnose failures.</p> <p>Enabled message workers to run under JRuby as a strategic move to open other performance opportunities via JVM based tools and languages.</p>
Front-end Engineering	<p>Streamlined unit testing of javascript front end code using Jasmine.</p> <p>Created dynamic and thoroughly customizable fundraising thermometer and pledge wall for use in high-profile gala events. Produced the SVG graphic for dynamic display and employed Ember.js for updates.</p>
Methodology	Full-stack agile methodologies including continuous integration, full-time pair-programming, retrospectives, etc.

## Independent Contractor

## Presilient

November 2011 to January 2012

Integrating Legacy System	<p>Client had a significant investment in an existing J2EE application running in JBoss 4 with a complex authentication scheme and heavy reliance on MSSQL stored procedures.</p> <p>Created a thin RESTful JSON API to wrap the existing stored procedures. By running the Rails 3 app under JRuby, saved the client from a complete re-write of their authentication system and enabled the use of battle-tested JDBC drivers for MSSQL.</p>
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Front-end engineering      Created a light front-end framework against the JSON API for their service request portal using Bootstrap and Backbone.js. Test-drove all front-end code using Jasmine.

## **Software Engineer**

## **Pivotal Labs**

November 2010 to September 2011

Impact      Initiated an informal usability analysis for Groupon's editorial tools via direct observation of editors and deal creators.

Consequently created dramatic improvements in deal creation and editorial workflows. Streamlined communications between sales and editorial teams by integrating with Salesforce.

Learning      Mastered Ruby within a month. Immediately effective maintaining and updating existing Rails application for Groupon Merchant Center team.

Scale      Refactored Groupon's merchant analytics into an independent service-oriented architecture. Improved largest deal analytics reports from a query time of 7 minutes down to 15 seconds.

Methodology      Full-time pair-programming, behavior-driven design (BDD), continuous integration, collective ownership, small releases, planning game, retrospectives, on-site customer.

## **Aikido Instructor**

## **University of Colorado Recreation Center**

August 2005 to Present

Impact      Three students gave unsolicited feedback that my teaching changed their lives.

Increased typical class enrollment by 50%. Inspired many students to join Boulder Aikikai.

## **Third Degree Black Belt**

## **Boulder Aikikai**

May 2013

## **Bachelor's of Environmental Design, emphasizing computer methods in design College of Architecture and Planning, University of Colorado at Boulder**

May 1994