Eric Goodhall

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Summary

I'm a generalist software engineer with a passion for multiplicatively increasing the impact of engineers through the development of tooling and processes. I am skilled at diving deep on complex problem spaces and leveraging that understanding to drive impactful solutions. Most of my career has been focused on backend services, but I'm also comfortable working on frontend projects. I'm open to backend or full-stack positions.

Experience

Senior Software Engineer II - Calling Platform
May 2023 - Present

HubSpot

- Reduced complexity of making API calls to HubSpot's third-party calling provider (Twilio) by developing a reusable and flexible client library (Java) for loading auth credentials, making API requests, and logging critical information.
  - Improved observability, by including comprehensive metrics automatically on all clients utilizing the new library.
  - Enabled teams to better interact with Twilio support by surfacing important details of all requests made.
- Built an internal UI for debugging and managing configuration of 500,000+ Twilio accounts (React).
  - Reduced toll fraud risk by supporting management of geographic permissions by account.
- Enabled automated testing requiring real phone numbers by guiding design of and scaling a system for leasing phone numbers to automated test suites (Java, MySQL).
  - Scaled proof-of-concept system to be capable of managing pools of 1200+ numbers, leasing 20-30 per minute.

Senior Software Engineer
Nov 2021 - Apr 2023

maiData

- Enabled management of devices deployed in hospitals and other sensitive locations by building a CRM-like web application (Java, Go, CockroachDB, React, NATS) capable of handling thousands of active devices per tenant.
  - Designed and implemented a system for automation of common support workflows (uploading log files, running on-device commands) triggered by telemetry uploaded from an agent (Go, NATS) running on managed devices.
  - Reduced time and cost for customers to service devices by implementing secure remote access tunneling (Go).
- Lead engineer (of 3). Worked with leadership to break down problems and scope features during development.
- Managed maiData's runtime and development infrastructure (Kubernetes, AWS, S3, Route53, GitHub Actions).

Senior Software Engineer I - Sandboxes
Jun 2019 - Nov 2021

HubSpot

- Improved customer confidence in making complex changes by building out isolated test environments. Brought the project from inception to general availability over 10 months.
- Enabled customers to use production data in their sandbox environments by building a distributed sync framework (Java, MySQL), where HubSpot teams managed the logic used to copy the data they owned between accounts.
- Collaborated with 5+ teams to implement the sandbox data-sync framework for their owned data types.

Software Engineer - API Tooling
Jul 2018 - Jun 2019

HubSpot

- Improved API consistency and documentation by building automated tooling and API guidelines used daily by engineers when building new APIs. Worked directly with 10+ teams to build over 40 Java-based APIs.
- Scaled an internal OpenAPI-based documentation platform (Java, MySQL, S3, React) from 30 to over 2,000 APIs.
- Prevented unintentional changes to APIs used by tens of thousands of consumers by building a GitHub bot (Java, Python) to notify engineers of API changes at build-time.
- Reduced external developer confusion and uncertainty by rolling out changes to the API rate limiting headers used across 50+ high-traffic APIs which serve over 2 billion requests per week.

Software Engineering Intern
Jun 2017 - Aug 2017

128 Technology

- Increased the visibility of alarms on deployed routers by creating a Slack bot to message the engineering team.

Education

Bucknell University
Aug 2014 - May 2018

BS, Computer Science & Engineering