

Ben Carlsson

Seattle, WA

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Early Twitch engineer with 10+ years experience in full-stack & backend engineering and tech leadership, with an eye for developer velocity and user experience.

Job History

Principal Software Engineer @ SunPower

Seattle, WA

July 2022–Present

- Led design and development of a unified workflow orchestration team and service by seeking out and talking to internal engineers and customers, freeing engineers across three teams from working on similar solutions
- Championed a blameless incident postmortem culture by mentoring managers and engineers, and coordinating & collaborating with principal engineers to create a template and review pipeline, leading the company from performing ~1 to performing ~10 postmortems per month

Staff Software Engineer @ FalconX

Seattle, WA

January 2022–June 2022

- Entered via acquisition of YourBase January 2022
- Improved internal developer experience and onboarding by building internal CLI to manage monolith complexity, reducing time-to-first-commit for new engineers from 3 weeks to 2 days

Staff Software Engineer @ YourBase

Seattle, WA

April 2020–January 2022

- Ideated & led a company pivot from proprietary CI product to an [installable library](#) which gave an ~80% benefit for ~1% onboarding effort, directly leading to signing large B2B customers including Yelp, PayPal, Gusto, and Instacart
- Further scaled test selection libraries for Python and Ruby using a packaged Go binary as a performant backend, bringing customer test times from 1+ hour to ~10 minutes
- Independently discovered and optimized slow database queries within 2 weeks of joining by replacing raw queries with ORM relationships, bringing the most-used API endpoint from >12s down to <50ms
- Exited via acquisition by FalconX January 2022

Technical Founder @ Splits.io

Seattle, WA

January 2019–April 2020

- Improved and hardened infrastructure by moving from raw EC2 instances to autoscaled, fault-tolerant, and load-balanced containers, reducing incidents from ~2/week to ~1/6mo and reducing ongoing infrastructure needs ever since to ~nothing
- Improved business strategy and finances by performing user interviews and creating premium product tier, bringing revenue from ~\$30/mo to ~\$500/mo
- Wore many hats by engaging in customer support, events, and product-based marketing, improving monthly active users from ~10k to ~15k in one year
- Recruited and led a team of three by hiring from existing open source contributors and community members, ~doubling engineering velocity and creating our first sales and ops roles, leading to partnerships with external organizations like Games Done Quick

Senior Software Engineer @ Twitch

San Francisco, CA

2014–2019

- Built, scaled, and [ran panels on](#) foundational products like Twitch Chat, improving user trust and community building
- Rearchitected authentication and authorization in follow-up response to security P1 by advocating for, founding, and building the Identity team, removing credential-related information from all future known security incidents
- Built the platform's first spam filter using a naive Bayes classifier, reducing on-site bots, scams, and abuse
- Merged disparate social graphs with an acquired company by building a transitional interoperability service, quickly enabling a seamless,

interleaved user experience far ahead of merged databases

- Led to \$1B acquisition by Amazon

*Software Engineering Intern @ **Lawrence Livermore National Laboratory***

Livermore, CA

2010–2013 (summers)

- Built [open source tools](#) for the climate science community

Skills

- Software engineering, architecture design, rapid prototyping, developer operations, incident management, mentoring, technical writing, open source / community management

Technical Skills

- Go, Ruby, Python, JavaScript, HTML/CSS, AWS, DynamoDB, Firebase, Vue, Docker, PostgreSQL, Terraform, AWS CDK

Education

- **Bachelor of Science in Computer Science** from California State University, Chico