

Ben Carlsson

Seattle, WA

ben@twos.dev / (925) 979-5797

github.com/glacials / linkedin.com/in/ben

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

- Founded, designed, & built a new solar workflow orchestration team and system, resolving coordination issues between five "boots on the ground" teams operating across hundreds of jurisdictions with minutely different laws
- Mentored senior engineers to bring organization up to modern software standards including blameless postmortems, on-call flows, and design document review

*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