

Jessie Rushing

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GitHub: github.com/immer

Portfolio: immer.github.io

SUMMARY

More than 20 years combined experience in accounting, data systems, and software engineering; driven by core values of reliability and continuous improvement. Proactive, collaborative engineering leader dedicated to helping tech companies scale for growth, increase efficiency, and maximize effectiveness. Recognized for exceptional problem-solving and operations leadership, focusing primarily on engineering growth solutions to meet increasing operational demand for scaling organizations.

- **Exceptional Leadership:** Consistent career growth through 9 leadership roles in engineering, accounting, and data systems analysis.
- **Operational Efficiency:** Able to clarify goals, staff effectively, streamline processes, simplify platforms, and collaborate with tech teams to stay proactive, nimble, and reliable.
- **Revenue Growth:** Directed hyper-growth startup that reached \$20+ million annual gross in just over 2 years; consultant and trusted advisor to companies in the \$5 to \$50 million range.
- **Scaling Initiatives:** Single-handedly built SaaS infrastructure now adding >100K new users and >2M comments globally every month by scaling hosting from 2 clients on Heroku to over 50+ on GKE.
- **Strong Communication:** Accounting and operations background plus software engineering expertise enables fluent communication with technical and business teams for effective problem-solving.

TECHNICAL SKILLS

Kubernetes (GKE & EKS), Helm, Terraform, Docker, AWS, GCP, MongoDB, MySQL, PostgreSQL, MSSQL, Redis, Python, JavaScript/Node, Ruby on Rails, Java (Groovy/Grails), Fastly, DataDog, Prometheus, NewRelic, StackDriver, Cloudwatch, GitLab Pipelines, GitHub Actions, CircleCI, Jira, Linux, Git, Selenium, C#.NET, VB.NET

PROFESSIONAL EXPERIENCE

Vox Media, LLC | ENGINEERING MANAGER | Los Angeles, CA

SEP 2021–PRESENT

Promoted to improve and unify acquired consumer products cloud and CDN infrastructure to ensure future platform compatibility and support. Ongoing: manages business priorities and tech debt, hires and mentors SREs at all levels, and reduces infrastructure costs. Creates agile team rituals to organize roadmap, epics, and backlog. Establishes team working agreements, and supervises on-call rotation and incident response.

- **Leading newly formed Site Reliability Engineering team in response to staff departures** and cloud platform engineering reorganization. Able to quickly understand new applications and component services and ramp up an SRE team to adapt to changing business priorities.
- **Managed the update, and future-proofing of infrastructure** by working with developer teams to identify & deprecate abandonware, and migrate critical services from AWS Elastic Container Service (ECS) to Elastic Kubernetes Service (EKS), while simultaneously migrating CI/CD pipelines from CircleCI to GitHub Actions.
- **Completed on-time back-end migration** for popular fashion site imaging service which received significant traffic and attention during MetGala 2022 and successfully maintained reliability with **no outages or performance degradation**.
- **Mentored junior engineering managers** on establishing team rituals, maintaining productivity, giving and receiving feedback; as well as consistently provided organization wide guidance as a recognized leader of one of the top performing engineering teams based on internal team scoring metrics.

PROFESSIONAL EXPERIENCE, *continued...*

The Coral Project | SENIOR SITE RELIABILITY ENGINEER

SEP 2018–SEP 2021

Acquired by Vox Media, LLC in January 2019, joined while they were still under Mozilla Foundation.

- **Single-handedly built SaaS hosting infrastructure now generating millions in annual revenue** and adding 2M+ comments & >100k new users every month by migrating live production client instances from Heroku to GKE, with 0 down time
- **Helped major media organizations access better moderation tools, improved commenter behavior, and reduced toxicity in comment spaces** by performing complex data migrations from SQL, and other legacy comment platforms to MongoDB
- **Solved scalability problem** by working with development team to create an archiving feature which enabled product economic viability by allowing comment data to grow unbounded.
- **Aligned team members, managed infrastructure hosting budgets and performed strategic planning** for future operations to ensure resources were available when needed.
- **Provided application and infrastructure observability, including incident response** policies and documentation with automated integrations using Stackdriver, Slack, Pingdom, and PagerDuty.

Taulia | SOFTWARE ENGINEER | San Francisco, CA

AUG 2017–MAY 2018

Promotion during engineering reorganization.

- **Developed data streams to extract and load MySQL data of \$1+ trillion worth of invoices** (200+ million documents) to analytics data warehouse using MySQL, AWS (Kinesis, Lambda, Redshift).
- **Predicted customer behavior** by enabling customer-facing data visualizations, custom reporting, and use of ML using analytics data warehouse built with MySQL, PostgreSQL, and Redshift.
- **Provided 50+ automated custom reports to internal and external stakeholders with Python** Ansible application including writing and optimizing complex SQL queries.
- **Reduced cube build time 62% (from 4 to 1.5 hours)** and architected 1.5GB analytical data elasticube by implementing optimized MySQL views on source data.
- **Automated manual monthly process** updating exchange rate data for 150+ currencies by writing Python script to pull currencies from 3rd party API into MySQL database.

Taulia | SITE RELIABILITY ENGINEER | San Francisco, CA

JUL 2015–AUG 2017

Trained as a team on SRE methodologies by studying Google's SRE guides.

- **Maintained 24-hour application support** by performing on-call rotation fulfilling "RapidResponse" and Firefighter roles, and published runbooks using Confluence.
- **Created features for working capital management platform administration and extended internal APIs** by developing a series of tools for backend support and administrative teams utilizing Groovy on Grails.
- **Closed 10 – 25 tickets weekly, locating bugs and resolving customer data issues**, by reproducing issues, stepping thru code, querying databases, and searching application logs.

QBUtility.com | SOFTWARE ENGINEER & FOUNDER | Simi Valley, CA

Feb 2012–FEB 2022

Founded eCommerce website selling utility applications to assist bookkeepers and accountants with manual tasks in QuickBooks.

- **Developed 5 applications, automated sales, product key fulfillment, and support** using VB.NET, Volusion, and Zendesk.
- **Worked with clients directly to develop 12+ custom QuickBooks to MSSQL database applications** using C#, VB.NET, and Microsoft SQL Server to integrate 3rd party systems with Intuit's SDK for QB v8-12.

PROFESSIONAL EXPERIENCE, *continued...*

- JR Consulting | ACCOUNTING SOFTWARE CONSULTANT | Simi Valley, CA** 2010–2015
Coached client SMBs on how to use QuickBooks to efficiently manage estimates, sales orders, fulfillment, and inventory, focusing on ERP solution engineering, and was top rated value added reseller for ACCTivate
- Topaz Distribution LLC | FINANCE DIRECTOR / MANAGING DIRECTOR | Simi Valley, CA** 2007–2009
Instrumental contributor to business growth from startup to \$20+ million annual gross in just over 2 years.
- Smooth Motion Pictures / Trinity Home Ent | ACCOUNTING MANAGER | Westlake Village, CA** 2004–2008
Reported directly to the president. Responsible for all aspects of accounting department for a privately held wholesale distributors and licensors of motion pictures
- JRE Medical | DATA SYSTEMS ANALYST / SENIOR ACCOUNTANT | Simi Valley, CA** 2004
Implemented QuickBooks, setup basic sales operations, hired and trained full charge bookkeeper for start-up durable medical products sales company.
- Kama Sutra | OPERATIONS MANAGER | Westlake Village, CA** 1999–2003
Hiring & HR, Bookkeeping, Purchasing, Manufacturing, Inventory Control, Order Fulfillment, Customer Service.

BOARD EXPERIENCE

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- National Association of Women Business Owners (NAWBO)** Ventura County, CA
TREASURER 2012–2105

SPEAKING EXPERIENCE

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- Featured Speaker | SADA Impact** (unfortunately session canceled due to COVID) 2022
Invited to be interviewed in a fireside chat panel for a technical and business audience at an inspiring live and virtual summit designed to empower users with the latest innovations from Google Cloud.
- **“Demystifying Migrations to GKE”**
- Featured Speaker | GitLab Commit** 2021
Selected to present Lightning Talk for high-level software engineers on how to connect an existing kubernetes cluster to a particular GitLab service with no service interruptions or downtime.
- **“Fear Not Integration: How to Connect an Existing Kubernetes Cluster to a GitLab.”**
- Featured Speaker | Scaling New Heights** 2013, 2014
Unique, Intuit-centric training experience providing practical, in-depth professional education and networking opportunities among nation's most successful QuickBooks consultants. Presented breakout sessions as representative of ACCTivate—inventory management software that integrates with QuickBooks.
- **“Top 5 QuickBooks Inventory Issues: What you will encounter in the wild.”**
 - **“Managing the Implementation Project”**

EDUCATION

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- Graduate, Dev Bootcamp, San Francisco, CA** 2015
Immersive 19-week coding bootcamp program, onsite intensive.
- Studied full stack Ruby on Rails, Javascript, AJAX, JQuery, HTML/CSS, Git, and Agile SDLC.
 - DBC's program emphasized pair programming and team projects as well as "Engineering Empathy" and emotional intelligence.
- B.S. Accounting, Western Governors University** 2011