

JENNIFER PAGE

Engineering Manager

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EXPERIENCE

Engineering Manager

ezCater

January 2019 – Ongoing

Boston, MA

- Operated as joint Engineering Manager, Product Manager for two platform teams, lending architectural and development expertise as necessary.
- Established and prioritized road maps based on the needs of stakeholders in product, engineering, marketing, and sales.
- Influenced road maps of other engineering teams, suggesting improvements to their products that they could make to improve developer experience.
- Managed prioritization, design, and implementation of transactional communication management platform which provided product and design with more control over template management and experimentation. This project set the bar in the engineering organization for how to engage other engineering teams and was leveraged by four other teams as a key component of projects on their road maps.
- Advocated for and led implementation of SMS improvements, reducing backlog for sending key business notifications from 50 minutes to 5 seconds at peak utilization.
- Managed prioritization, design, and implementation of deliverables for internal experimentation, event ETL, and authentication platforms as well as other systems.
- Sequentially managed two teams of 4-5 engineers whose members ranged in skill from Junior to Staff.
- Provided planning and additional scaffolding, as necessary, to grow 11 engineers. Provided mentorship in skills ranging from technical to project planning to stakeholder management.
- Solved alert fatigue issues after joining new team by creating new operational framework which was used as the standard upon which other teams based their own frameworks.
- Improved engineering organization efficiency through systematizing talent transfer, service transfer, and on-call processes. Coached engineering managers and engineers on how to write and successfully execute plans for complex system upgrades and migrations.

Software Architect

Lola

March 2017 – January 2019

Boston, MA

- Ongoing project lead for load testing and flight search performance improvements.
- Planned, gathered requirements and led teams in implementation of multiple products including Trips and Back Office Processing.
- Led two engineers to improve the quality and accuracy of our booking data (as reflected in airline PNRs) as well as reduce the burden on our custom support team. We finished our project on time, delivering several features ahead of schedule. These included the ability to completely import an airline PNR into our system and the ability to reflect changes on any part of a booking.
- Closely mentored two junior engineers and provided support to many others, across teams.
- Standardized and spread best practices for GraphQL API design and implementation, including the usage of delayed execution to improve performance.

EDUCATION

B.S. in Computer Science

Worcester Polytechnic Institute

May 2013

PROGRAMMING LANGUAGES

Scala Elixir Ruby Java
JavaScript C C++

FRAMEWORKS

Scalaz Cats Shapeless
Ruby on Rails Opscode Chef
Kubernetes GraphQL

INTERESTS

Data Processing Distributed Systems
Functional Reactive Programming
ML Operations Platform Architecture
Type Level Programming

- Wrote a tool which performed black box performance testing on a third party API. Analyzed the resulting data and made recommendations which were used to improve our strategy for maximizing flight search performance.
 - Centralized and automated deployment for most backend services as well as database migrations. These scripts eliminated problems previously caused by human error and minimized the knowledge required to correctly deploy and run migrations. I coordinated with the devops team to hand over responsibility for these scripts which they continued to maintain and port to work with new tools.
 - Quickly investigated and fixed backend bugs encountered by the support team, eventually becoming the defacto "goto" person for bugs and receiving recognition.
 - Advocated for and planned projects for various stakeholders to aid in roadmap pitches.
 - Successfully advocated for engineering process improvements to on call and bug triage processes.
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Senior Software Engineer

Localytics

📅 March 2015 – March 2017

📍 Boston, MA

- Designed new datapoint validation and enrichment pipeline with the goal of reducing faults and increasing maintainability.
 - Led architectural design and implementation of improvements to profiles product.
 - Automated post-fault recovery of several services, significantly reducing late-night pages and engineering burden.
 - Engaged in architectural discussions for other systems.
 - Led and helped teach guild for Functional Reactive Programming and Type Level Programming.
 - As crew lead, led two other engineers in shipping Re-marketing v1.
 - Mentored other developers in Scala and Ruby on Rails.
 - Collaborated with and assisted devops team with design and architecture of permissions escalation/approval system which helped reduce workload on devops and empowered engineers to take devops work into their own hands.
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Software Engineer II

PayPal

📅 June 2013 – March 2015

📍 Boston, MA

- Rewrote part of our application to increase reliability of synchronization with external services.
- Addressed security issues within our application and introduced the use of brakeman, a static code analysis tool, to our team's definition of done to help find potential issues before code review.
- Mentored new team members and coops using TDD and pair programming.
- Collaborated with stakeholders to ensure that our team took on features with the highest business value.
- Took ownership of a project to move our team's application to an OpsCode Chef based infrastructure pipeline. Organized milestones and a timeline which broke down the project into small pieces to allow the team to work concurrently. Aided our sister team in moving their application to the same pipeline through training and helping plan the move.
- Maintained a >99% uptime for our application and increased test coverage to >95% along with my team.
- Set up and configured a Jenkins server for continuous integration, security audits, deployments and creating releases.
- Presented a tech talk about Rabbit MQ and topic exchanges to help other teams understand how to bind their queues to our exchange to receive messages.
- Served as the Vice Chair of the Boston chapter of eBay Women in Technology (eWIT)

OPEN SOURCE CONTRIBUTIONS

jerkson

Scala

Rewrote and re-added test suite to fork of Codahale's jerkson library, bumped version of jackson dependency, incorporated various bug fixes from disparate forks.

AWSScala

Scala

Added support for specifying credentials via `ClientConfiguration`.

ensime-emacs

Lisp

Various contributions to improve the ENSIME (Enhanced Scala and java Interaction Mode for text Editors) integration for Emacs.

capistrano_scm_nexus

Ruby Gem

Published a gem which allows Capistrano to deploy a release by downloading an artifact from Sonatype Nexus instead of using SCM.

newrelic_rpm

Ruby Gem

Added Capistrano 3 support for deployment notification.

shoulda-matchers

Ruby Gem

Fixed a bug in the `validates_numericality_of` matcher and added a `validates_absence_of` matcher.