

# JOHN HEBRON

Abbeville, LA (Remote) | johnhebron@gmail.com

Engineer with over 5 years experience in decomposing Rails monoliths and building microservices and APIs. I thrive at researching, communicating, and documenting and am a huge proponent of culture and DEI. I'm looking for somewhere that I can be a culture "add" not just a culture "fit".

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## PROFESSIONAL EXPERIENCE

### BIGCOMMERCE, Austin, TX

Feb 2013 - Dec 2022

#### Software Engineer II, Billing Platform Team

(2020-2022)

- Led a team of 3 engineers through planning and execution of multiple new features to allow "private labeling" for resellers and enabled numerous +\$1M partnerships
- Helped design and implement a new, rescope v2 API, transitioning from REST to RPC, allowing the company to resell services with any frontend
- Acted as Product Owner and worked cross-departmentally to ensure project success
- Built dashboards to identify attacks and implemented middleware to stop or throttle tens of thousands of requests per minute at peak
- Served as On Call, Deploy Manager, and Production Support on rotation and developed internal, customer-friendly docs which reduced our weekly contacts by well over half
- Stepped up to own, document, fix, and grow the abandoned Partner APIs after a shift in company vision and priority made them a focus for company performance and success in 2021
- Worked heavily with product provisioning, which involves over 4 core systems and numerous secondary systems and libraries, spanning Ruby, PHP, Scala, and NodeJS services

#### Software Engineer I, Billing Platform Team

(2018-2020)

- Setup and configured infrastructure for new services, including containerization, configuration of MySQL, Redis/Resque, RabbitMQ/Protorabbit, CircleCI, and deployment to GCS, AWS, and Heroku
- Updated core legacy domains to extract billing logic and introduce new flexibility which empowered the pricing decisions that ultimately grew the company through IPO
- Served as On Call, Deploy Manager, and Production Support on rotation
- Participated in, and often led, all SCRUM ceremonies for a team of ~15 and was a top contributor to the internal knowledge base

#### Technical Support Manager

(2015-2018)

- Led a team of 15-20 front-line technical support agents and a team of 5 technical support leads
- Built a PHP service to aggregate and present agent performance metrics, causing an immediate and sustained jump in CSAT

#### Technical Outsource Trainer

(2014-2015)

#### Technical Support: Phone/Chat/Email & Escalations

(2013-2014)

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## RELEVANT SKILLS AND TECHNOLOGIES

<b>Languages:</b>	Ruby, PHP, Javascript, exposure to Scala
<b>Frameworks:</b>	Ruby on Rails, Sinatra, Laravel, NodeJS
<b>Tools &amp; Services:</b>	Docker, MySQL/PostgreSQL, Redis/Resque, RabbitMQ/Protorabbit, Travis/CircleCI, GCS/AWS/Heroku, SOAP/REST, gRPC/Protobuf
<b>Concepts:</b>	Decomposing Rails monoliths, microservices, testing, CI/CD, upgrading Rails, building APIs, billing and provisioning concepts, technical documentation

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## CULTURAL CONTRIBUTIONS AND VOLUNTEERING AT WORK

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- Served as a mentor/speaker during multiple events with the amazing women from [TechWomen](#) and the [Anne Richard's School](#)
- Passionate about growing teams that communicate well both internally and externally
- Founded and led [BigCommerce's BProud LGBTQ+ ERG](#) for 3+ years, mentored two following ERGs
- Secured funding and participation for 2 years of the local [LGBTQIA+ Hackouts](#)
- Collected and donated enough toys for over 3,000 children over 6 years for [Partnerships for Children](#)
- Sponsored and participated in the annual fundraiser for the [Texas Humane Heroes](#) for 5 years
- Have led or participated in almost every cultural activity within BigCommerce for the past 10 years (seriously)

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## EDUCATION

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**Louisiana State University**

**Baton Rouge, LA**

**May 2012**

**Bachelor of Interdisciplinary Studies** : *Concentrations in English, Theatre, Sociology, and Film and Media Arts*