Josh Thompson

I've been around the block with b2b web app development, especially Ruby/Rails. I'm patient, persistent, and don't mind jumping into projects where I have zero prior knowledge.

Myself | 2020-current

Current project: Building out a maps/GIS-based mobility network data modeling project at
https://josh.works/mobility-data

Various consultative services, like:

- Startup.Dev | developed apprenticeship program
- Turing School | teaching, developing internal software systems
- Tech Recruiter | Assisted with recruiting
- www.intermediateruby.com | Operation
- Operated https://www.intermediateruby.com/

Homebot, Inc | Full Stack Developer | March 2022 - Dec 2022

I was half of a new internal team ('the Wyld Stallyns') dedicated to bringing organization and intention to all of the technical aspects of Homebot's email infrastructure. Homebot's business depended upon reliably delivering email to our customer's clients. Our team worked on this resource.

- Collaboration and leadership: Worked closely with other internal teams to identify where their work overlapped with our team's domain, and solved problems for them. We worked with Customer Support, Data Operations, and Sales to bring joy, time/frustration savings, and effectiveness to these teams.
- performance and reliability work across the stack. RoR,, Redis, Sidekiq, Application performance monitoring, SQL query tuning, Postgres, AWS

Proofpoint | Software Developer | Nov 2017 - March 2020

- Part of a small team of engineers responsible for the ThreatSimulation Simulated Phishing Attack tool, using Rails, Redis, Sidekiq, MySQL, and Elixir. Was business-critical infrastructure, and a lot of fun to work on.
- To improve Proofpoint customer satisfaction, I implemented a new bug triage process that cut the bug backlog by 80%, by reaching across teams to the Proofpoint support team, sales team, product management team, and project management team.

Litmus | Customer Success Lead | 2013-2017

- Founding member of Litmus' Customer Success team (and employee #32) - early wins were reducing year-over-year cohort churn on our most important accounts by >60%
- Represented Litmus' email testing and analytics tooling at trade-shows, conferences, in partnership with companies like MailChimp, ExactTarget, and many small accounts.

Razoo| Customer Support Agent| 2012–2013

Staffed phones for a 501c3 'donation collection' platform. 'Kickstarter for 501c3s' was how it was described. Tons of handholding and coaching non-internet-natives through mediocre internet infrastructure related to money. Lots of emotional labor. Worked on a small, tight-knit team. If you read this far, ask me about why this experience informs my current work as a software developer.