KAITLYN TIERNEY
SOFTWARE ENGINEER

k@krtierney.com   London, UK   US & UK citizen

Lead engineer with 10+ years of expertise in building maintainable systems and working with high-performing engineering teams to deliver quality software at high velocity

EXPERIENCE

▸ **Lead Full-Stack Software Engineer, Bloom & Wild (March 2024–current)**
Rewrote Stripe payment integration as a Lead Engineer for Checkout & Payments squad, to modernise application code and leverage Stripe-hosted payment Elements, improving stability and speed, and leading to 12+% YoY conversion improvement for the final step of checkout for our peak trading period around UK Mother's Day. Technical lead for new feature launch of customisable products as Lead Engineer for Range squad, and completed a migration of core data models supporting product configuration to better support business growth ambitions across the range. Currently part of newly formed Domain Engineering squad, tackling the foundational technical challenges across business domains.

▸ **Senior Product Engineer, Intercom (Oct 2023–March 2024)**
Product Engineer for Help Desk Experience team, building new features and fixing bugs for customer support agents using Intercom's web and mobile support platforms to reach millions of customers. Created an Engineering Wiki and drove improvements to address org-wide challenges with engineering documentation leading to +11 points on quarterly DX Developer Experience survey for Priority-1 Documentation pillar.

▸ **Staff Software Engineer, Farewill (Jan 2021–Aug 2023)**
Worked as a product engineer on cross-functional teams, and defined organisation-wide technical direction as a platform engineer. Migrated 200k user accounts to a new event-driven distributed architecture with shared session store to support the business's cross-product sales ambitions. Introduced new tools including Next.js and GraphQL to the tech stack to support rapid development of a new online funeral plans product.

▸ **Tech Lead Manager, Rail Europe (formerly Loco2) (July 2019–July 2020)**
Managed team of 15 developers through successful rebranding and re-platforming initiatives during the merger of Loco2 with Rail Europe as part of SNCF group. Technical leadership, focusing on architecture, technical strategy, recruitment, and cross-organisational process improvements. Managed PCI DSS compliance.

▸ **Senior Software Engineer, Loco2 (Oct 2018–July 2019)**
Core contributions across all layers of the codebase, with a focus on full-stack feature development and maintenance of Loco2's rail booking e-commerce platform. Built reusable React components (TypeScript and Redux); improved uptime stats and response times by scaling our Puma server configuration to handle

increased traffic; Ruby development (features, bug fixes, refactoring) including major Rails upgrades and Ruby version upgrades; implemented voucher code discount service for marketing stakeholders.

▸ Senior Developer, Happy Bear Software (2017– 2018)

Consulting developer responsible for maintaining legacy code, building (and documenting) RESTful APIs, and full-stack feature development for a variety of clients with Ruby on Rails applications.

▸ Back-End Developer, Open Utility (2016)

Back-end development in Python/Django, supporting Open Utility's portfolio of smart energy services. Handled bug fixes and built features for a flagship peer-to-peer sustainable energy matching software.

▸ Keyholder & Certified Cicerone, BrewDog (2015–16)

Social media, email marketing, events, maintaining draught system, customer service, sales, staff supervision

▸ Communications Manager, Center for Health & Social Sciences, Univ. of Chicago (2010–14)

Built a responsive website compatible with existing Adobe Contribute CMS; content and design for marketing materials including a series of Annual Reports (print & electronic); content strategy & information architecture

▸ San Diego Zoo, Assistant Librarian (2006–10)

Website and database design maintenance, SEO optimisation; cataloging; vendor negotiations and budgeting; management of serial subscriptions ($75K+ budget); reference support

TALKS

▸ Librarian's Guide to Documentation, StaffPlus London 2023 & Brighton Ruby 2023

REFERENCES

▸ Sally Lait, (formerly) VP Engineering, Farewill, sally at recordssoundthesame.com
▸ Lee Jarvis, (formerly) VP Engineering, Loco2, lee@jarvis.to
▸ Najaf Ali, Founder, Happy Bear Software, ali.najaf@gmail.com

EDUCATION

▸ Web Development Immersive, General Assembly, London, UK (2016)
▸ Medical Writing & Editing, University of Chicago Graham School (2012)
▸ Master of Library & Information Science, San Jose State University, California, USA (2007)
▸ Bachelor of Arts in Literatures of the World, University of California, USA (2005)