



## WORK EXPERIENCE

### ngrok, Inc., Seattle, WA, but mostly Remote

Director of Engineering

July 2021 - Present

Leading the great folks in Engineering.

- ▶ Built the Engineering organization from 9 to over 30 engineers
- ▶ Interviewed hundreds of candidates for roles ranging from ICs to VPs across Engineering, Product, Marketing, and People
- ▶ Manage 4 managers with 4 product teams and 1 infrastructure team
- ▶ Drive alignment on work across the organization with monthly and quarterly planning processes
- ▶ Work with Tech Leads to understand teams' needs and blockers
- ▶ Work with Product to guesstimate effort, prioritize, roadmap, and delight customers
- ▶ Work with the People Team to craft values, review talent, and equitably compensate our great people
- ▶ Work with Customer Success on managing high value customer relationships through planning conversations, technical explanations, and RCAs

Engineering Manager: Dataplane

November 2020 - June 2021

Coached, managed, and grew the Dataplane team. Brought in first versions of a number of processes to improve communication, delivery, and happiness at ngrok: e.g. sprint planning, performance reviews, and cross-team syncs.

**Languages and frameworks:** Go, AWS, Protobuf, Terraform

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### Karat Inc, Seattle, WA

Engineering Leader: Delivery

March 2020 - November 2020

Coaching, managing, and directing to deliver numbers such as

- ▶ 20% COGS reduction by finding process bottlenecks and value boosting opportunities
- ▶ 200 load balanced and performance managed interviewers across dozens of content formats
- ▶ 10s of thousands of conducted interviews supported by our suite of modern interviewing tools
- ▶ Eight happy and successful direct reports
- ▶ Dozens of technical reviews and specifications with my own dirty engineering hands

Engineering Manager

March 2019 - March 2020

Built a small, mighty team of three with a focus all things data.

- ▶ Worked with a product manager to target customer's needs in yearly and quarterly OKRs, and projects
- ▶ Planned work with reports and executing on more than 70% of quarterly objectives
- ▶ Wrote software for non-blocking projects, including interviewer invoicing, interviewer onboarding enhancements, and data transformations across AWS Lambda and ECS
- ▶ Grew to six direct reports: software engineers ranging from intern to senior, data analysts, and a data scientist

Senior Software Engineer

March 2018 - March 2019

Tackled thorny problems with a small team.

- Designed and built a video chat application with Twilio to replace Google Hangouts
- Built best practices through a blameless postmortem culture, design documents, sprints, and healthy code reviews
- Organized and deployed all infrastructure as code with Terraform across a dozen AWS services with another engineer

**Languages and frameworks:** Python, Ruby, JavaScript, Rails, PostgreSQL, Metabase, AWS, WebRTC, Twilio, Terraform

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## **Google, Seattle, WA**

Software Engineer III

February 2016 - March 2018

Wrote robust code for a challenging problem space, focusing on fault tolerance and correctness.

- Automated monitoring configurations as code, enabling testing and dashboards which reduced the time to create alerts and monitoring for new systems from one week to hours
- Led an intern project for scheduled infrastructure deployments accounting for fault tolerance, debugging options, extensibility and open sourcing
- Designed and wrote command line utilities for multiple Google Cloud Services
- Maintained an early version of the Google Cloud Service Registry

**Languages and frameworks:** Python, Java, Google Cloud

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## **Amazon.com, Seattle, WA**

Software Development Engineer I and II Warehouse Deals

May 2013 - January 2016

Cut my teeth with an incredible engineering team working in a messy and expensive part of the logistics chain.

- Reduced workflow launch time from days to hours by implementing a service for hosting and abstracting Simple Workflow workers
- Automated manual processes for communicating financial and inventory updates to vendors with asynchronous and event-driven workflows, saving over 200 man-hours per week worldwide
- Integrated inventory tracking tools with a business portal, providing real-time analytics to replace monthly reports
- Led three engineers in localizing fulfillment center software and building translation management tools, reducing time to live by weeks and error rates by 50%
- Extended tax and accounting software to support international operations
- Enabled continuous deployment of systems through unit and integration tests with tools like Mockito and JUnit
- Performed technical talks for teams and developed new solutions to automated UI testing, deployment configuration, and monitoring

**Languages and frameworks:** Java, Spring, AWS

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## **CentsLess LLC, Tacoma, WA**

Co-Lead Engineer

May 2012 - January 2013

Built Lendingshack.com, a site for peer to peer sharing

**Languages and frameworks:** Python, Django, Bootstrap, Heroku

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## EDUCATION

Bachelor of Science in Computer Science and Mathematics

University of Puget Sound, 2013