



WORK EXPERIENCE

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

Director of Engineering

July 2021 - Present

Leading the great folks in Engineering.

- ▶ Built the organization from 9 to over 30 engineers
- ▶ Manage 4 managers with 4 product and 1 infrastructure teams
- ▶ Interviewed hundreds of candidates for roles ranging from ICs to VPs across Engineering, Product, Marketing, and People
- ▶ 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 - Present

Coaching, managing, and directing to deliver numbers such as

- ▶ 20% COGS reduction by finding process bottlenecks and value boosting opportunities
- ▶ Three hours between candidate scheduling and interviewing with predictable consistency
- ▶ 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:
 - ▶ interviewers onboarding enhancements (3/week to >10)
 - ▶ invoicing interviewers quickly and accurately
 - ▶ data transformations coordinated 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
- ▶ Organized subteams with another senior engineer, sprint processes with PMs
- ▶ Built best practices through a blameless postmortem culture, design documents, and healthy code reviews
- ▶ Developed preference and notification systems across client and interviewer user groups
- ▶ 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
 - ▶ Deployment Manager
 - ▶ Type Registry
 - ▶ Service Registry
- ▶ 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
- ▶ Reviewed code, designs, and roadmaps for projects across multiple teams

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
- Learned many lessons about deployments, merging with others, and running a production service

Languages and frameworks: Python, Django, Bootstrap, Heroku

EDUCATION

Bachelor of Science in Computer Science and Mathematics

University of Puget Sound, 2013