Matija Cupic

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EXPERIENCE

OPTONAL | Founding Engineer
October 2022 - Present | Remote

OpTonal's platform uses your conversational data to create realistic role-plays for your customer-facing teams.

I work on both infrastructure and the product itself. I created an automatically tested database backup mechanism and a DevOps pipeline with Continuous Integration and Continuous Delivery. This allowed OpTonal to ship new changes to production with more confidence. I also work on ensuring the quality of our code and engineering processes, as well as maintaining our infrastructure.

I also manage our team of 7 engineers, research and draft new job positions, review and interview hundreds of job applicants, moderate weekly company meetings and coach individual contributors.

In addition to the other work I'm also involved in working on company strategy and figuring out how to solidify our product market fit and what should our go to market strategy be.

PENNYLANE | Team Lead
May 2022 - October 2022 | Remote

Pennylane is a next-generation accounting platform. I lead the team that owned banking integrations.
The main focus area was ensuring data stability regardless of the quality of the bank API.

GITLAB | Contributor Success Fullstack Engineer
December 2021 - May 2022 | Remote

I joined the Contributor Success team to improve processes for everyone contributing to GitLab. This includes community members, team members, paying customers as well as downstream project contributors. The position is a blend between engineering and marketing and a combination of my work interest spheres.

In addition to working on tooling improvements, I worked on creating information packages for executives which they use to make better, more data-driven decisions about the future of the product and company.

GITLAB | Backend Engineer
October 2018 - December 2021 | Remote

While I was part of the CI team we worked on building and scaling GitLab's CI system for hundreds of millions of daily active users. The system we built now serves ~1B builds every ~9 months.

Over time I became a reviewer and maintainer for various GitLab components.
- Maintainer @ GitLab Development Kit ⬀
- Maintainer @ GitLab CI/CD Templates ⬀
- Reviewer @ GitLab ⬀
- MR Coach ⬀

I drove and implemented over 400 deliverables in the main web app and surrounding micro-services. Some notable work includes:

- Support for multiple Kubernetes clusters per project | Issue ⬀
- Mechanism for retaining latest artifact per ref indefinitely | Issue ⬀ | Merge Request #1 ⬀ | Merge Request #2 ⬀
- Project pipeline subscriptions | Issue ⬀ | Merge Request ⬀
- Specifying variables when running manual jobs | Issue ⬀ | Merge Request ⬀
- Protected variable log masking | Issue ⬀ | Merge Request ⬀
- CI job parallelization | Issue ⬀ | Merge Request ⬀
- Status checking for pipeline triggers | Issue ⬀ | Merge Request ⬀

GITLAB | Community Advocate Manager
April 2018 – October 2018 | Remote

- Implemented the GitLab Ultimate for Education and Open Source programs
- Hired and onboarded a whole new Community Advocacy team

GITLAB | Community Advocate
November 2016 – April 2018 | Remote

I started working at GitLab with a mission to cultivate and reshape GitLab's online community.

- Implemented custom middleware that integrates Disqus and HackerNews into Zendesk
- Migrated the Community Advocacy team from a shared Zendesk instance
- Reduced friction in the Community Advocacy workflow
- Brought all response time averages below 6h

PROJECTS & AWARDS

Website ⬈	Respondo	Ticketing system for social media posts
GitLab Project ⬈	Tanukidesk	Zendesk connector for Disqus/HackerNews
GitHub Project ⬈	This Resume	Open-source and written in LaTeX

2016	1st / Country	IT Project of the Year
2016	Gold / World	International Conference of Young Scientists
2016	1st / Country	National conference of research projects

PUBLICATIONS

[1] M. Cupic. Solar cell battery charging controller. *Automatika Magazine*, in press.