

**Mike Ortman | Principal Software Engineer**

Principal-level software engineer with 13 years of experience in full-stack development, system design, LLM and AI integrations in production environments, and leading cross-functional teams to build scalable, high-availability services.

## Experience

---

### Senior Software Engineer II | Boulevard | 1 year

December 2024 - Present

- Full stack development with TypeScript, Elixir, and PostgreSQL for the commerce team, building out the ability for staff to manage their clients' payment methods, vouchers, gift cards, and more.
- Built out prototype for multiple AI-related integrations through both telephony and in-app support.

### Software Engineer IV | Asurion | 1.5 years

February 2023 - August 2024

- Led a cross-functional team to build a scalable billing service processing over \$1B annually.
- Optimized build, test, and deployment pipelines using GitHub Actions, reducing build and test times by 80%.
- Developed TypeScript-based microservices with MySQL, leveraging Docker, Kubernetes, and AWS for high availability.
- Mentored junior and offshore engineers, promoting a culture of high-quality code and continuous learning.
- Ensured compliance with PCI, PSD2, and GDPR by effectively managing sensitive PII.

### Senior Software Engineer, Software Engineer | Atlassian | 7 years

January 2016 - September 2018, March 2019 - February 2023

- Led a team of 5 engineers to develop a high-performance user search service using Elasticsearch, SQS, and Java/Spring microservices.
- Enhanced Confluence user experience by developing LLM-based autocomplete microservices in Atlassian Intelligence.
- Managed zero-downtime migration of a large-scale Elasticsearch cluster, ensuring data integrity and service continuity.

### Staff Software Engineer, Software Engineer | IBM | 4 years

December 2011 - January 2016

- Developed features for IBM MobileFirst framework with a Java backend and JavaScript/jQuery frontend, enhancing mobile application capabilities.
- Built responsive client-side applications for enterprise customers using AngularJS, jQuery, and D3.

## Contact

---

Email: mikeortman@gmail.com

Phone: +1 512-541-8492

LinkedIn:  
[linkedin.com/in/mikeortman](https://www.linkedin.com/in/mikeortman)

## Languages

---

Java | 11+ years

JavaScript / TypeScript | 10+ years

Python | 6 years

Rust | 4 years

C/C++ | 3 years

C# | 3 years

## Technical Skills

---

Scrum & Agile | 12+ years

Unit & Integration Tests | 10+ years

Amazon Web Services | 9 years

ReactJS / Frontend | 9 years

Microservices | 7 years

Logging, Metrics, On-Call | 6 years

Message Queues | 6 years

Elasticsearch / NoSQL | 5 years

MySQL / Relational DBs | 5 years

AI Modelling & LLMs | 4 years

Redis / KV Stores | 4 years

PostgresDB / PostGIS | 3 years

## Education

---

### Tennessee Technological University

Computer Engineering, Bachelor of Science (BS)

August 2007 - May 2011