Mike Ortman | Software Engineer

Principal software engineer specializing in commerce and billing systems at scale, with 13 years building full-stack services processing $1B+ annually. Recent experience in AI-powered integrations — telephony, in-app support, and LLM-driven features — with a track record of leading cross-functional teams and mentoring engineers across distributed organizations.

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, and gift cards.
- 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, reducing average content creation time for users.
- 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.

Education

Contact

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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

Observability & Incident Response | 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

PostgreSQL / PostGIS | 3 years

Tennessee Technological University
Computer Engineering, Bachelor of Science (BS)
August 2007 - May 2011