

**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.

## Education

### Tennessee Technological University

Computer Engineering, Bachelor of Science (BS)

August 2007 - May 2011

## Contact

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## 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