



Michael Young

Software engineer with ~11 years experience building intuitive, reliable stuff and an inclusive, empowering, safe-to-fail culture



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Work History

Karat · Software Engineer III · Aug, 2022–Feb, 2024

- Designed, built, and supported systems & features for conducting interactive software interviews online
- Mentored junior devs to improve their technical, administrative, and leadership skills
- Improved code quality and knowledge-sharing through code review, pair-coding, documentation, etc.
- Improved system stability by expanding DataDog and FullStory integration, code test coverage (Mocha/Jest/Playwright), and CI/CD automation (CircleCI), and by participating in blameless post-mortems for production outages
- Modernized front-end tooling to improve UX and dev experiences in our React ecosystem
- Refactored large swaths of legacy back-end code to facilitate major upgrades in our Rails ecosystem

The Mikerspace · Maker · Jan, 2022–Aug, 2022

- Took a break from software to become a maker! This didn't work out in the long run...
- Designed and made home goods, which I sold online
- Did custom woodworking and odd software jobs for friends
- Recorded and edited project videos for YouTube (though only published one...)

SquadLocker · Senior Software Engineer · Nov, 2019–Aug, 2022

- Planned, built, and supported systems & features for our ecommerce platform
- Integrated the AvaTax API to enable the company to calculate and collect sales tax on the fly
- Integrated the DataDog API to improve metrics and bug remediation
- Integrated the HubSpot API to improve efficiency and visibility for Sales and Marketing teams
- Mentored junior devs to improve their technical, administrative, and leadership skills
- Facilitated major front-end (React), back-end (Rails), and CI (Heroku) upgrades

Crop One · Full-Stack Developer · Jan, 2018–Nov, 2019

- As developer #2, I helped build foundational tools for managing & monitoring our hydroponic farms
- Designed, built, and supported a farm management system (detailed in [Notable Projects](#)) which improved the accuracy & speed of data input by the Production Team, visibility & insights for the Science Team, and ease & precision of inventory management
- Built data visualization tools to make sense of the thousands of datapoints collected each grow cycle
- Wore many hats, including UX designer, API designer, DBA, hardware tinkerer, and mentor

HSA Insurance · Senior Software Developer · May, 2016–Dec, 2017

- Returned after receiving an offer to do so under an elevated title
- Built the Doc Finder (detailed in [Notable Projects](#)), a system which helped customers, well, find a doctor
- First foray into mentorship of junior devs

Slalom Consulting · Software Engineer · Sep, 2015–April, 2016

- Helped one client to improve their online banking app
- Helped another to update their software volume licensing system

HSA Insurance · Intern → Software Developer · Jul, 2013–Aug, 2015

- Helped design and build an online enrollment process, which drastically reduced call center volumes, data entry errors, and time-to-enrollment
- Modernized large portions of our web infrastructure
- Built bespoke clones of our website for insurance companies who preferred our shopping and enrollment processes
- Supported dated legacy systems that were prone to breaking
- Wrote SQL reports for management and gathered requirements for the Engineering Team

Education

UMass Lowell · Computer Science · 2008–2014

- 80% of Bachelor's coursework completed
- School got expensive, whereas work was *paying me* to get a hands-on education, so I dropped out

Whittier Vocational HS · Electronics/Robotics · Class of 2008

- Won several medals in SkillsUSA for electronics & robotics competitions
- Mostly built wacky robots and took turns shocking each other

Just an Absolute Word Salad of Skills and Tools

Languages: Ruby, JavaScript, TypeScript, Python, C#, C, C++, HTML, CSS, Markdown, several flavors of SQL

Frameworks: Rails, Django, React, Vue, GraphQL, Node, .NET, Angular, Jest, Mocha, MiniTest, Playwright

Platforms & Tools: Git, GitHub, GitLab, Docker, AWS, Terraform, CircleCI, DataDog, FullStory, JIRA, SSRS/SSIS, Azure, HubSpot, Mac OS, Linux, UNIX, Siemens PLC, Squarespace, Square

Compliance Standards: HIPAA, SOC2

Technical skills: API design, service-oriented/microservice architecture, CI/CD, UX, TDD, ETL, agile/scrum SDLC, video editing, 3D printing, numerous hand & power tools

Soft Skills: Problem-solving, technical leadership, compassion, mentorship, blameless analysis, people-first engineering culture, lengthy resumes that toe the line between informative and exorbitant

Notable Projects

Below are descriptions of a couple of the funnest, most formative projects of my career. If you're tired of thumbing through resumes today, I completely understand—feel free to call it here. We'll discuss these in our interviews anyway!

Farm Manager · 2019

This app was built to manage the daily operations of Crop One. It required that I rewrite half the company's legacy back end and deliver a responsive, easy-to-use web interface for our Production and Science teams. This was such a fun, challenging project that it still holds the title for "that one especially cool thing I built."

The Farm Manager uses webcams to identify various assets around the farm marked with QR codes, Bluetooth-enabled scales for weighing harvested produce, and intuitive UIs that mimic real-world infrastructure. The goal of all this was to minimize human error through intuitive UX and automated data ingestion, ultimately reducing the effort of data entry and improving the reliability of our data and analytics. And I reached it!

Though Crop One went out of business last year, this system is still in use by their largest client, Emirates Airways, who use Crop One tech to grow the greens used for in-flight meals.

Doc Finder · 2017

The Doc Finder is a tool I created during my second stint at HSA Insurance. This was my first foray into leading projects, too.

As an insurance intermediary, they sell health, dental, and other plans from several carriers, making a consistent customer experience a real challenge. One major pain point was finding a doctor. We received physician files in various formats (Excel, CSV, flat files, notes on napkins), which came at somewhat regular intervals. I wrote an ETL job to vet and ingest that data (and send alerts if something went awry), a relational database model to hold it, an API to serve it up, and UI widgets to, well, find a doc! The front-end had a modular design and was able to be reused in multiple areas with minimal code.

I also gathered the requirements and sought user buy-in myself, and produced extensive documentation for both devs and stakeholders as I went. This was a formative project for me!