



Michael Young

he/him

Senior software dev 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

Ruby/Rails, React, TypeScript, PostgreSQL, GraphQL · AWS, Terraform, Docker, DataDog, FullStory, Twilio · Mocha, MiniTest, Jest, Playwright · Git, GitHub, GitLab, CircleCI, JIRA

- Led projects to improve our interactive software interview platform
 - Developed our in-browser coding environment for interviewers & candidates
 - Improved internal admin tooling for supporting clients, candidates, and Sales Team
 - Scaled infrastructure to support additional active users & data analysis activities
- Mentored 3 junior devs to improve their technical, administrative, and leadership skills
- Expanded our Brilliant Black Minds offering (detailed in [Notable Projects](#))
- Improved system stability, ultimately **reducing on-call emergencies by 75%**
 - Expanded instrumentation (DataDog, FullStory)
 - Increased code test coverage to 85% (Mocha, Jest, Playwright)
 - Improved CI/CD automation (CircleCI, Terraform)
 - Facilitated blameless post-mortems for production outages
- Modernized front-end tooling to improve UX and dev experience in our React ecosystem
- Modernized back-end code to facilitate service extraction in our Rails ecosystem
- Improved code quality and knowledge-sharing through code review, pair-coding, and documentation
- Facilitated agile SDLC with stakeholder meetings, story grooming, sprint planning, and retrospectives

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

Woodworking, 3D printing, JavaScript, video editing · Squarespace, YouTube, Square POS

- Improved digital presence for entrepreneurial peers:
 - Built an in-browser demo for PlexiCam, allowing users to try their physical product before buying
 - Improved client enrollment processes for Mastermind Adventures
- Fulfilled custom woodworking orders
- Designed, made, and sold home goods online
- Created project videos for YouTube

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

Ruby/Rails, React, TypeScript, PSQL, GraphQL, .NET · Heroku, Azure, Docker, DataDog, FullStory, Avalara · Mocha, MiniTest, Jest · Git, GitHub, CircleCI, JIRA

- Designed, built, and supported systems & features for our ecommerce platform
- Integrated the AvaTax API to enable the company to accurately calculate sales tax on the fly
- Integrated the DataDog API to improve metrics and bug remediation
- Integrated the HubSpot and Salesforce APIs to improve processes for Sales and Marketing teams
- Mentored junior devs to improve their technical, administrative, and leadership skills
- Performed major React, Rails, and DataDog upgrades
- Facilitated agile SDLC with stakeholder meetings, story grooming, sprint planning, and retrospectives

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

Python, Django, Vue.js, PostgreSQL, BARman, Siemens PLC · Ubuntu (on-prem) · Git, GitHub, Asana

- As developer #2, I built foundational tools for managing & monitoring our hydroponic farms
- Designed, built, and supported a farm management system (detailed in [Notable Projects](#)), improving:
 - Accuracy and speed of data input by the Production Team
 - Visibility, traceability, and insights for the Science Team
 - Ease and 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 engineer, DBA, hardware tinkerer, and mentor

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

C#, HTML, CSS, jQuery, REST, ASP.NET MVC, SQL Server, Oracle, SSRS/SSIS · MS Server (on-prem) · TFS

- Returned after receiving an offer to do so under an elevated title
- Designed & built the Doc Finder (detailed in [Notable Projects](#)), which helped users choose an insurance carrier based on their preferred doctor, instead of the other way around
- First foray into project leadership and mentorship of junior devs

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

C#, .NET, AngularJS, SQL Server · Azure, SAP · TFS

- Improved UX for one client's online banking app
- Improved performance and cut costs of another client's enterprise software volume licensing system

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

C#, HTML, CSS, jQuery, ASP.NET Forms & MVC, SQL Server, Oracle, SSRS/SSIS · MS Server (on-prem) · TFS

- Helped design and build an online enrollment process, which drastically improved operational efficiency
 - Manual case intervention **dropped from 100% to 10% on launch day** and improved with iteration
 - Time-to-enrollment **decreased from weeks to hours**, waiting only on response time from clients
 - Eliminated data reentry errors, halved call center volumes, and improved [NPS](#) dramatically
- Modernized our web infrastructure, allowing us to ditch ASP.NET Forms for MVC & Bootstrap
- Increased documentation coverage—several times over—of our outdated legacy infrastructure, enabling long-term refactoring efforts to be informed and successful
- Wrote SQL reports for management
- Engaged with stakeholders to gather requirements for the Engineering Team

Education

UMass Lowell · Computer Science · 2008–2014

C, C++, Java · Unix, Ubuntu, Mac, Windows

- 95% of core/80% of overall Bachelor's curriculum completed
- Left school to convert to full-time employment in the industry

Whittier Vocational HS · Electronics/Robotics · Class of 2008

Notable Projects

Below are descriptions of some 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!

Brilliant Black Minds · 2023

Lead Developer · 2023 · Karat

Led a team to automate interview series advancement and formalize the candidate feedback process for Karat's BBM program, aimed at providing free practice interviews to developers of color.

- Refactored the MVP to support multiple interviews per series and multiple series per candidate, converting REST API calls to GraphQL with managed access along the way.
- Enabled internal admins to troubleshoot edge cases independently, reducing reliance on dev teams.
- Redesigned candidate feedback to provide structured, trackable growth metrics across interviews.

Impact: Scaled the platform from 100 to 6,000+ members, leading to the first hires from the program.

Farm Manager · 2019

Lead Developer, Product Owner · 2019 · Crop One

Developed a web app to manage daily farm operations, rewriting half of the legacy backend and delivering a responsive, intuitive interface for the Production and Science teams.

- Integrated webcams for asset identification using QR codes and Bluetooth-enabled scales for automated produce weighing.
- Designed and built intuitive UI components mimicking real-world farm infrastructure to minimize human error and streamline data entry.
- Automated data ingestion and enhanced data reliability for improved analytics.

Impact: Reduced manual data entry, improved data accuracy, and the system continues to be used by Emirates Airways, even after Crop One's closure.

Doc Finder

Sole Developer, Product Owner · 2017 · HSA Insurance

Developed a physician search tool to streamline and standardize data from several health plan carriers, improving customer experience.

- Built an ETL pipeline to ingest and normalize physician data from varied formats (Excel, CSV, flat files).
- Designed a relational database and created a REST API to serve the data to client applications.
- Developed modular UI components for reusability across different platforms.
- Gathered user requirements, secured buy-in, and documented the system for both developers and stakeholders.

Impact: Improved data accuracy and enhanced customer experience across multiple business areas, saving them the trouble of going to multiple carriers' websites to check whether their doctor or specialist is covered.