

Nicholas MacInnis

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Education

Bachelor of Science in Software Engineering, Drexel University

Dec 2008

Professional Experience

Olark

Senior Software Engineer

May 2013 - Present

- Primary maintainer of chat product's backend communication infrastructure and data storage
- Responsible for overall system reliability and scalability, feature planning, design, and implementation
- Interviewing, training, and mentoring other backend engineers
- Buzzwords: Python, Elasticsearch, S3, redis, mysql, RabbitMQ, Docker, Kubernetes

NNRPC

A highly scalable webserver cluster handling 17,000 req/s across 90 machines, with presence tracking of over one million concurrent web users.

- Total rebuild of a legacy system to solve issues of scaling limits, reliability, and inconsistent state management.
- Effective use of automated testing and code review to ensure no loss of functionality
- Implemented redis-based session store and subscription-based message delivery
- Implemented stateless web servers and controllers for ease of cluster management

Transcript Datastore

Permanent storage and reporting microservice for all Olark customer data.

- Implemented Elasticsearch indexing and S3 storage of over 165M transcripts of customer conversations
- Implemented chat agent presence history datastore tracking over 100M status events
- Implemented Olark's best-in-class reporting functionality using the above, providing the data for customer satisfaction tracking, traffic graphs, agent time-tracking charts, etc.
- Implemented automatic redaction of personally-identifiable information for compliance with GDPR.

Email Report Service

Microservice providing batch execution for emailed reports.

- Implemented automatic scheduled email reports, sending ~25,000 reports per week
- Implemented Olark's original CSV email report, used over 145,000 times to date.

BigMachines, Inc.

Technical Lead Software Engineer

Jan 2012 - May 2013

- Technical lead of Server Side Development team.
- Performed code reviews and trained other developers.
- Introduced code quality standards based on code reviews (mandated) and testability (measured by coverage) to promote long term maintainability of the software.
- Wrote a library for working with Directed Acyclic Graphs and implemented a workflow/approvals system using it.

Software Engineer Level 2

Jan 2011 - Dec 2011

- Lead developer on E-Commerce Business Rules Engine. Requirements analysis, design, implementation, testing, and code review.
- Lead developer on E-Commerce Testability initiative. Refactored software module to allow isolation of individual components for greater unit test coverage.

Portico Systems

Customer Support Software Engineer

Jan 2009 - Dec 2010

- J2EE, Jython and Oracle support engineer.
- Triaged customer issues and enhancement requests and developed solutions.
- Refactored Print Directory feed module for code quality and testability.
- Primary support engineer for National Provider Database feed module.
- Implemented departmental code review process.

Undergraduate Experience

Assistant System Administrator, Drexel University Dept. of Computer Science

Jul 2007 - Nov 2008

Testing Automation Coop, Siemens Medical Systems

Apr 2006 - Sep 2006

Software Engineering Coop, Unisys

Apr 2005 - Sep 2005

IT Intern, American Reinsurance

Jun 2004 - Sep 2004

References provided upon request.