

Luna Graysen

Generalist software engineer with strong foundation of object oriented programming, continuous integration (CI/CD) and testing. Empathetic and dedicated to giving clear feedback, direct communication and mentoring others. Interested in remote-only full-time positions (no relocation).

Skills

- Proficient in Rust, Bash, iOS (Swift, Objective-C). Learning Elixir, JavaScript, Ruby.
- Docker, Docker-Compose, Digital Ocean, Heroku, Jekyll, asdf, Travis CI, CircleCI, BuildKite, Ubuntu Server, Git, React (learning), PostgreSQL (learning).

Work Experience

Support Engineer at PSPDFKit • pspdfkit.com

March 2019 to November 2019 (8 months)

- Looking for new opportunities due to a mismatch with regards to cultural fit.
- Lead D&I efforts such as writing a Code of Conduct for the organization, adding gender pronoun field to company Slack profiles, and gathering data from colleagues for a new consent-based About page.
- Mentored junior engineer weekly on topics such as language fundamentals, and testing tooling.
- Implemented new configuration checker in Elixir codebase for PSPDFKit Server to improve support.
- Answered support tickets from customers that used the Web, Server, or Windows products.
- Wrote and updated guides/API docs for new features or changes to existing ones.
- Wrote release blog posts for PSPDFKit for Web 2019.2, 2019.3, 2019.4 and 2019.5.
- Facilitated interviews for Web team candidates.

Support Engineer at Travis CI • travis-ci.com

January 2018 to March 2019 (1 year, 3 months)

- Parted from Travis CI due to the ensuing company-wide layoffs after Idera acquisition.
- Implemented new search algorithm for employee knowledge base to make finding entries easier.
- Answered all levels of support tickets for customers with Rust, Elixir, Go, Ruby, iOS or Android builds.
- Created .travis.yml configs for new customers based on their needs and optimized existing ones.
- Created sample projects that isolated bugs for engineering or demonstrated use cases for customers.
- Made improvements to the employee knowledge base and product docs on a regular basis.
- Facilitated interviews for support and engineering candidates.

Support Engineer at CircleCI • circleci.com

May 2017 to November 2017 (7 months)

- Parted ways due to organization reorg resulting in my team being cut.
- Answered high-priority support tickets for customers with Mac builds (Xcode, Android, React Native).
- Created circle.yml configs for new customers based on their needs and optimized existing ones.
- Demonstrated advanced features to high-paying customers via video calls, pre-recorded videos, personalized guides or sample projects.

Engineer at Realm • realm.io

January 2017 to April 2017 (4 months)

- Parted ways after support team procedures and policies were finished. New support team hired in SF.
- Built support organization with management to alleviate stress from engineering teams.
- Implemented policies and procedures that enabled the organization to hire other support engineers.
- Answered support tickets for Cocoa (iOS and macOS), and JavaScript Realm bindings.
- Created thorough GitHub issues for bugs reported by users and other people within the organization.
- Demonstrated advanced features to high-paying customers via video calls, pre-recorded videos, personalized guides or sample projects.

iOS Instructor at Lighthouse Labs • lighthouselabs.ca

January 2016 to September 2016 (9 months)

- Parted due to relocating away from where the campus was.
- Facilitated lectures to groups of 6-12 people on topics related to iOS development and accessibility.
- Marked assignments and helped students work through problems while working on them.

Please ask me about my previous experience as iOS Engineer from 2013 through to 2016.

Open Source Contributions

http-cache-sematic • github.com/non-binary/http-cache-semantics

Currently, RFC 7234 implemented in Rust. A Cargo package that can parse HTTP headers to correctly compute cacheability of responses.

Quick • github.com/quick/quick

2016-2017. A BDD test framework for Swift and Objective-C. GitHub filter for my support contributions:

github.com/quick/quick/issues?q=mentions%3Anon-binary.