

Rahmal Conda

Engineering Manager

510.393.3381
rahmal@gmail.com
Linkedin.com/rahmal
Github.com/rahmal

PROFESSIONAL SUMMARY

Seasoned, motivated engineering leader and communicator, with years managing engineering teams and leading technical projects with a demonstrated proficiency in designing scalable distributed systems, forging productive teams, and leading complex software development initiatives. Seeking a position at an innovative, energetic, company where diversity is valued, unconventional ideas are appreciated, and a balanced, committed work ethic leads to success.

- Accomplished leader, with 3 years of management and leadership experience and notable success providing direction and vision to a team of developers on both on-site and remote teams.
- Over 10 years experience developing and deploying high-availability, distributed web Applications.
- Over 15 years of extensive experience in Ruby and Rails-based platform development.
- Considerable experience leading and contributing to the design and development of event-driven microservices in scalable service-oriented applications and architectures.
- Professional “hands on” background utilizing Agile/Scrum development methodologies throughout the development life cycle.
- A solid educational foundation that includes a Masters Degree in Computer Science.

PROFESSIONAL EXPERIENCE

HealthSherpa - Engineering Manager

Oakland, CA — Aug-2022 – Present

Managed and led the TOE (Technology, Operations, and Enablement) Team. The mission was to enable and support the product teams with tools and infrastructure, maintain a core platform for those teams to build out a suite of web products and services, and to align engineering capacity with company strategy and goals.

- Built out the platform team, growing it from two to seven engineers, and instituting a vision, strategy and processes aimed at enabling and supporting the engineering department.
- Led effort to assess and cap platform spending on third-party services, resulting in an 18% reduction in platform operating costs.
- Spearheaded efforts to streamline our development lifecycle and release management workflows and move toward a services oriented infrastructure.
- Ensured data and platform integrity by adding a service layer on top of the data layer, and automating the encryption and upload of documents.
- Rebuilt deployment and delivery application, using services hosted by Heroku, Docker, CircleCI, Cypress, and DataDog, integrating them into a continuous integration pipeline.

Platform Services Lead - Encounter AI

Oakland, CA — May-2020 – Aug-2022

Led a team of five engineers in the implementation of a cloud infrastructure that made up the microservices layer of an AI platform. This conversational AI platform specialized in drive-thru automation (order-taking, cashier, customer experience).

- Designed and Developed all of the microservices in the services layer, including authentication, data-caching, point-of-sale (POS), natural language processing (NLP), and more.
- Led efforts to build and maintain cloud infrastructure for authentication, communications, and order-tracking services.
- Supervised strategic planning for deployment, testing, launch, and scaling.
- Personally recruited and hired all of the platform engineering staff (primarily overseas contractors).

Senior Software Engineer - Display Social

San Francisco, CA — Jul-2021 – Dec-2021

Display (previously Tsū) is a social media platform whose users capture value by creating and sharing original content.

- Designed and Developed web services and API layer.
- Built and maintained platform infrastructure and API for mobile and web clients.
- One of two primary developers working to build a new React-based client to eventually replace existing Rails frontend, and converting Rails backend application to headless middleware application.
- Helped with sprint planning, development, and testing.

Senior Software Engineer - Returnly

San Francisco, CA — Nov-2019 – Apr-2020

Senior-level Software Engineer at a best-in-class return and exchange management provider committed to a seamless, streamlined customer experience and full process automation.

- Developed and maintained the core application platform that consisted of a modular collection of web components, business objects, service adapters written in Ruby, managed by a Rails-based API gateway, with Java-based microservices on the backend.
- Supported efforts to iteratively rebuild frontend using data-driven React components.

Principal Software Engineer - The RealReal

San Francisco, CA — Jan-2018 – Nov-2019

Senior-level Software developer at an industry-leading fashion reseller, specializing in authenticated luxury consignment.

- Developed elixir-based microservices with GraphQL API for distributed web application platform.
- Re-built frontend using React backed by the elixir-driven Phoenix framework.
- Developed and maintained Rails-based, RESTful services platform with a Go-based API gateway that managed the backend services and API.
- Helped in effort to port Ruby-based services over to elixir-based microservices and new Phoenix-based API gateway.

Senior Development Instructor - Dev Bootcamp

San Francisco, CA — May-2017 – Dec-2017

Software Development Instructor, teaching modern full stack web application development using best-practice methodologies, platforms, and tools. Developed and Supported web applications and command-line tools, used by teachers to facilitate curricular processes and learning activities.

- Teach programming fundamentals and core knowledge.
- Coach students in modern, full-stack web application development, through hands-on training.
- Facilitate rapid learning using classroom lectures, hands-on development projects, and group activities.
- Develop administrative applications, learning software, and development tools.

Team Lead - Grand Rounds

San Francisco, CA — Jul-2014 – Jan-2018

Project Lead supervising 3-4 person cross-functional development pods, before leading frontend API services team for health services provider, reporting to Vice President of Engineering. Responsible for product and project planning, requirements analysis, and development of APIs and services.

- Designed a Questionnaire Engine, which built dynamic questionnaire forms based on information about the patient.
- Originally designed, architected and led the team that implemented our in-house, docker-based CI/CD system.
- Handled onboarding and mentoring junior and mid-level engineering staff.

Co-founder/Platform Architect - Box.es

Oakland, CA — Aug-2012 – Jul-2014

Co-founded Box.es with two colleagues. Led strategy and implementation of Boxes' state-of-the-art social commerce platform. Led all engineering work from inception and technical planning to deployment and launch.

- Built MVP backend single-handed, with iOS developer handling app.
- Designed and developed the original platform and API.
- Took green-field application from inception to launch.
- Led engineering, architecture and scaling efforts.

Platform Team Lead - GoPaGo

San Francisco, CA — Nov-2012 – Apr-2013

Managed GoPago's Platform Team. Reported directly to CTO, while setting technical strategy for platform growth and expansion. Managed engineering staff and mentored junior-level engineers. Led

efforts to design and implement GoPago's core retail transaction platform, including API and merchant portal.

- Worked directly with CTO set goals and plan implementation strategy..
- Led efforts to maintain and support restful API, that served iOS app, Android tablet-based POS app, website and Merchant configuration portal.
- Planned and prioritized new features with the product management team.
- Managed engineering staff and mentored junior-level engineers.

Senior Software Engineer - Insight Card Services

Birmingham, AL (Remote, Consultant) — Jun-2012 – Nov-2012

Senior-level Software engineer at a fast-paced financial services provider. Reported to the Vice President of Engineering. Responsible for design and development of new distributed, n-tiered, services architecture to replace existing monolithic Rails application.

- Personally led effort to convert Rails-based web application to a suite of modularized web services.
- Managed phased deployment and conversion to new services.
- Maintained existing Rails 2.x web application, while developing new services.
- Introduced testing, regression, and continuous integration to development workflow.

Senior Software Engineer - Adobe

San Francisco, CA — Nov-2011 – Jun-2012

Senior-level Software developer at an industry-leading social marketing startup, acquired by Adobe Systems. Primarily focused on building the next generation Social Marketing Suite.

- Designed and helped develop single-sign-on for distributed web application suite.
- Personally led effort to deploy CI and automated deployment scripts to streamline and automate testing of the new application platform.
- Helped to develop a new cutting-edge, cloud-based social application builder.

Principal Software Engineer - Badgeville

Menlo Park, CA — Jun-2011 – Nov-2011

One of two Principal Software Engineers, reporting to the Backend Team Lead. Working in a successful, industry-leading Gamification and CRM start-up. I direct and participate in architecture and development of Badgeville's web services that allow clients to build social game systems into their web properties.

- Developed, scalable, distributed, service-based web application, using MongoDB, and Rails.
- Led recent launch of the "Social Fabric" project, adding broader use of the social graph and real-time notification system, using Redis, and juggernaut among other technologies.
- Participate in performance optimization, and coaching of recent graduate, junior developers.

Chief Architect - TripTrace.com (a.k.a PlaceBook)

Palo Alto, CA — Jun-2010 – Jun-2011

Principal Software Engineer and Web Engineering Specialist, reporting to CTO. Original hire, and first software engineer (fifth employee), directing development from project inception, facilitating creation of entirely new, multi-layered web applications, and overseeing all engineering functions of a startup company providing location and travel-based tools and services.

- Architected, developed, and deployed scalable, n-tiered, service-based web application suite from the ground, starting with a concept and basic requirements.
- Responsible for daily operations of all critical systems including web and application servers, database, and Solr index.
- Supervise all engineering functions encompassing, application development, front-end web design, systems architecture, third-party service integration.
- Plan, design, and build out critical application features, based on company launch goals, and timeline.
- Major contributor, with development time spent equally on back-end, front-end, database, and web services.

Principal Software Engineer (Consultant) - StrongMail Systems

San Francisco, CA — Mar-2010 – Jun-2010

Took over as the Principal Software Engineer, reporting to CIO, on a project to implement performance best practices into the flagship rails application of the company's social media team. The web application was beginning to feel the strain, as new customers were added to the system.

- Determine load limits in regards to scalability, through profiling and benchmarking.
- Increase efficiency of current application by tweaking the system and refactoring load intensive modules to use design patterns that provide performance gains.
- Design and implement performance optimization solutions derived from tests and profiling.
- Using a combination of Rails, jQuery, and FusionCharts, I designed and developed a web module that represented a dashboard that both summarized and visually presented marketing campaign tracking data.

Lead Ruby Developer (Consultant) - ManageMyLife.com (Sears)

Chicago, IL — Dec-2009 – Mar-2010

Participated in Design, Development and Deployment high-availability, data-driven web property owned by Sears. Leading architecture design of new RESTful web services platform, and public APIs to allow Sears to propagate e-commerce functionality across web properties.

- Guiding development and deployment of mission-critical n-tiered, Rails-based Web Applications.
- Leading discovery, strategy planning, and implementation of Services Oriented Architecture from inception.
- Take turns with other lead developers leading iteration meetings and daily scrums.

Solutions Architect (Consultant) - ZipZoomAuto.com

Houston, TX (Remote) — Aug-2009 – Dec-2009

Development Lead and Architect reporting directly to the CEO and Founder at a Startup that had just reached a critical growth point. Responsible planning architecture strategy, defining development practices around Agile software development methods, and taking point on SCM/Deployment, scaling, and performance projects.

- Directed a broad initiative to introduce industry best-practices in coding, deployment, and scaling to the existing architecture and plot out a long-term growth strategy.
- Guided development projects with special attention paid to platform performance and optimization.
- Mentored junior-level developers to use behavior-driven development, agile methodologies, and industry best practices to facilitate iterative development and collaborative project participation.

Lead Engineer - Enova Financial (CashNetUSA.com)

Chicago, IL — Dec-2006 – Aug-2009

Senior level Development Lead reporting to the Vice President of Research and Development in a fast-paced, highly successful, industry-leading online payday loan provider. Responsible for leading development, and driving system performance, with an emphasis on service quality, and revenue generation.

- Supervised development and maintenance efforts for CashNetUSA's primary website, web applications, and the internal customer and loan management portal used by our customer service and collections units.
- Contributed to architectural decisions, and managed and coordinated website deployments.
- Magnified company's national and international exposure and increased revenue through facilitation of licensing in new states such as Texas and Florida, as well as the launch of UK and Australian websites.
- Enlarged customer base and amplified corporate visibility by creating a Spanish-language sister site.
- Accelerated team growth through technical staff recruiting, internship programs, and training initiatives.
- Led internal development teams and external partners to drive development projects.

Team Lead - Orbitz Worldwide (Orbitz.com)

San Francisco, CA — Mar-2004 – Dec-2006

Promoted to Team Lead of Software Change Management (SCM) team, after serving as a Senior Software Engineer on the Airline Kiosk team. The team provided oversight of all the Infrastructure and Software running on the Orbitz platform, as well as acted as the release management and quality control team.

- Managed and oversaw maintenance of the source control and quality control software.
- Supervised versioning and release of all Orbitz services, and applications.

Integration Lead Specialist - CNA Insurance

Chicago, IL — 2002 – 2004

Promoted to lead the Integration Team at the 7th largest commercial insurer in the U.S., spearheading the largest integration project CNA had ever undertaken at the time.

- Designed and led the integration of mission-critical, third-party enterprise applications into a legacy architecture that managed CNA's policy and financial systems.
- Oversaw the development of a web services platform that allowed collaboration of several information systems, and provided centralized enterprise services to several key web applications.

EDUCATION

M.S. in Computer Science

Governors State University — 2001

B.S. in Computer Science

Illinois Institute of Technology — 1999

SKILLS

Leadership:	Teams (<i>Team Mgmt, People Mgmt, Vision, Motivation, Technical Direction, Decision-making, Cross-functional collaboration, Team Building, Talent acquisition</i>) Performance (<i>Coaching/Mentoring, Career Path Planning, Skill Development, Performance Review, PIP</i>) Projects (<i>Program Mgmt, Project Mgmt, Product Mgmt, Project Planning, Requirements Analysis, SDLC, Scrum, Agile methodologies, Quality control, Continuous Integration (CI), Continuous Delivery (CD), Risk Assessment/Mgmt, SCM/Release Mgmt, Scalability</i>) Business (<i>Alignment, Strategy, Process improvement, System reliability, Business Requirements, Business Metrics, Objectives and Key Results (OKRs), Cost reduction</i>) Personal (<i>Problem-solving, Critical thinking, Time Mgmt, Oral/Written Communication, Interpersonal Skills</i>)
Databases/Caches:	PostgreSQL, MySQL, DynamoDB, MongoDB, Redis, Memcached, CouchDB, Oracle, SQL Server, DB2
Web/Application Servers:	Kafka, Nginx, Unicorn, Apache, Passenger, Lighttpd, Thin,
Programming Languages:	Ruby (<i>Rails, Sinatra, RubyGems, REnv, RSpec, Cucumber</i>), Javascript (<i>ES6, TypeScript, React, Redux, Node.js</i>), Python (<i>PIP, Django, Flask</i>), Elixir (<i>Phoenix, Erlang, Mix</i>), Java (<i>JBoss, EJB, JSP, Servlets, JINI, JMS, JNDI, JDBC</i>), Go
Services:	Service Oriented Architecture, Microservices, API Gateways, SOAP, REST, Web Components.