

# Matt Freeman

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Full Stack Ruby/Rails Developer

## ENGINEERING EXPERIENCE

### Salesforce.com :: Senior Member of Technical Staff

New York, NY (REMOTE) August 2015 – Present

Salesforce is a category leading Fortune 500 company with 33k worldwide employees and ~4k engineers. I joined the business unit Desk.com, which provides a small to medium business customer service software solution. I wrote popular customer facing features for the Rails application before joining a team critical to Desk.com moving upmarket. Much of my last 3 years has been building and maintaining a distributed, bidirectional sync service used by 1,200 of Desk.com's largest customers.

- Designed/implemented numerous data sync features and optimizations using RabbitMQ to process tens of millions of messages a day from other applications.
- Designed/implemented an extensible internally consumed CRUD API for a large database migration effort. We reduced a 4TB compressed master DB by over 10% but splitting tables out to a second MySQL database.
- Wrote fault tolerant features and circuit breakers to handle service interruptions in distributed systems
- Implemented numerous customer facing, documented RESTful api endpoints called thousands of times a minute following the HAL Specification.
- Currently, I am the sole maintainer of the "Desk-Connect" sync service, handling ~20M+ requests/day. I keep the system up and handle all code releases and upgrades. I work alongside DevOps to implement additional monitoring.
- Participate in service interruption post mortems as part of process improvement
- Focus on using read only data where possible
- Fingerprinting with redis to avoid ping ponging data sync updates
- Wrote significant parts of our GDPR compliance features
- Worked with DevOps on a Kotlin site (account) deleter project while also implementing some of our parallel app deletion strategy
- Conduct numerous detailed code reviews daily
- Security ticket triage and bug fixing
- Designed/implemented monitoring api, and transitioned to prometheus
- Encouraged good coding practices including test coverage and smart future proofing
- Designed features to anticipate issues and minimize downtime/external involvement
- Work closely with customers and customer support on disaster recovery.

- Always put the customer first, encourage team morale, and work diligently with support people to quickly resolve issues and answer questions.
- Take primary on call for week long shifts and frequently run production deploys for numerous services.
- Recognized as a top performer and talent to keep. Always encouraging ego-agnostic simple solutions to problems.

### **Tech Stack**

Ruby 2.1.x, Jruby 1.7.x, Rails 3.2.x, MySQL, JavaScript, Kotlin, redis, RabbitMQ, github, elasticsearch, graylog, sidekiq, ruby sequel, unicorn, couchbase, aws, jenkins, jira, New Relic, Prometheus, debian packages, github, Docker, PagerDuty, LDAP

## **Salesforce.com :: Member of Technical Staff**

San Francisco, CA April 2014 – August 2015

## **UniversityNow :: Ruby on Rails Developer**

San Francisco, CA October 2013 – April 2014

UniversityNow ran two accredited online and physical universities for adults going back to school. I worked as a full stack Rails developer.

- Built and shipped production ready features alongside 8-10 other engineers, 2 product managers, and design
- Built custom time scheduling integration with legacy SOAP api

### **Tech Stack**

Ruby 2.1.x, Rails 3.2.x, Postgres, Savon, pdffkit, unicorn, JavaScript, github, Heroku

## **Fundly :: Ruby on Rails Developer**

Mountain View, CA February – August 2013

Fundly made it easy to fundraise online. I worked as a full stack Rails developer and built/designed/managed Fundly's QA program.

- QA lead, given budget and full decision making power to manage QA process
- Managed team of 8 overseas testers while we worked toward test automation
- Managed two summer interns
- Built numerous internal tools and our Salesforce integration

### **Tech Stack**

Ruby 1.9.3, Rails 3.2.x, MySQL, Resque, JavaScript, Unix, git

## EDUCATION

- Cornell University, B.A. Economics, Ithaca, NY, 2008
- Phillips Exeter Academy, Diploma, Exeter, NH, 2004

## SIDE PROJECTS

- Node/ReactJS payment processing app
- Scraper for tracking rental property seasonal price fluctuations
- Database optimization tasks/architecture for a friend's side business

## OTHER WORK EXPERIENCE

### **3V Consulting :: Consultant**

Burlington, VT September 2010 – August 2012

- Worked with businesses and nonprofits to adapt to rapid change and growth
- Assisted with key hiring decisions, provided feedback to executive directors, and led planning efforts

### **New Hampshire Republican State Committee :: Intern**

Concord, NH Spring – Fall 2009

- Managed data for special election staff and volunteers on the ground
- Trained and managed 3 summer interns

## INTERESTS & INVOLVEMENTS

- 9-year Board member of 501(c)3 working in undergraduate leadership development
- Distance runner, avid hiker, climbed Mt Kilimanjaro
- Accomplished amateur baker
- French language
- Design, architecture, Formula 1

## ACHIEVEMENTS

- D1 National Champion in Lightweight rowing, Varsity Letter
- Eagle Scout, age 15