

Sarah Ridge

Engineering ManagerPhoenix, AZ

Experienced software engineering manager with hands on technical experience.

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Experience

Engineering Manager at Ellevest

Phoenix, AZRemoteFinTech

July 2023 - January 2025

- Managed multiple distributed software engineering teams dedicated to several domains for financial AI robo-advisor (8 - 12 direct reports)
 - Stability & Security for Backend/Frontend**
 - Created structured processes and workflows for managing application upgrades (ruby , gems , nodejs , npm , iOS SDK , Android SDK)
 - Led several security measures and processes adopted as regular developer cadences (Pentest response, CVE mitigation, static scanners, automated testing)
 - Managed mobile application releases for Apple and Android app stores (meeting guidelines, fixing blockers, automations)
 - Infrastructure & Developer Tooling**
 - Managed continuous integration and continuous deployment/development pipelines (CI/CD) for all applications (monorepo and micro-services)
 - Managed system observability for deployed applications (system reliability, performance insights, alerting)
 - Created processes to improve developer experience and lead time
 - Data Engineering**
 - Managed and oversaw data pipelines for internal and external data sources
 - Managed relationships with cross-functional teams (Analytics, Marketing, Product)
 - Customer Acquisition**
 - Oversaw product initiatives for new and existing feature enhancements with a focus on increasing and improving customer onboarding experiences
 - Managed relationships with cross-functional teams (Product, Design, Marketing, Security, Fraud, Risk)
- Supported and coached software engineers with diverse skillsets (backend, frontend, full-stack) and various career levels (Staff, Senior, Mid, Junior)
 - Conducted weekly 1:1 meetings and bi-annual performance reviews
 - Provided a balance of hands on and hands off management by adapting to the needs of each developer and team
 - Consistently provided structure, organization, and clear direction for developers

Technologies used

- Backend:** Ruby , Ruby on Rails , Sidekiq , Rspec , Capybara , MySQL
- Infrastructure:** Terraform , Python , AWS , GCP , DataDog , CircleCI , GitHub Actions , git
- Data:** Python , SQL , BigQuery , AirFlow , Cloud Composer
- Frontend:** javaScript , React , WebDriverIO
- Mobile:** iOS , Android , React Native

Staff Software Engineer at Ellevest

Miami, FL Remote FinTech

October 2022 - July 2023

- Founded a Backend Stability and Security team which supported several cross team initiatives (3 direct reports)

Highlights

- Led initiatives to reduce our errors, warnings, and deprecations for multiple applications. For all areas, our issues were reduced by 98% month over month which significantly improved our signal to noise ratio. Additionally, these efforts reduced our observability software costs by \$26K annually.
- Led initiatives for improving our test coverage and reducing technical debt across multiple applications. By removing technical debt, our lead time started to improve. By forcing test coverage minimums, developers improved their automated testing skills and have consistently introduced fewer bugs. For core areas, we backfilled test coverage. Overall, our test coverage was increased by over 50% with an aggregate test coverage above 80%.
- Contributed to reducing our monthly database storage costs by 15% by ensuring database optimization and cleanup tasks consistently run as expected.
- Led multiple initiatives for resolving our known security vulnerabilities related to our packages and pentest results. Much of the work described above aided the efforts in updating our applications to ensure we are able to patch our software without any production issues.
- Established organization and team level goals that were consistently achieved

Technologies used

- Backend:** Ruby , Ruby on Rails , Sidekiq , Rspec , Capybara , MySQL
- Infrastructure:** Terraform , Python , AWS , GCP , DataDog , CircleCI , GitHub Actions , git

Senior Software Engineer at Cobalt

Miami Beach, FL Remote Security

July 2020 - October 2022

- Backend Engineer for the Customer Experience (CX) Team
- Developed and maintained APIs for multiple services

Highlights:

- Technical Lead for an Engineering Initiative for all backend repositories to utilize the OpenAPI documentation specification. [Developed and published an open source tool](#) to automatically check (pass/fail) build pipelines for documentation coverage. Diligently documented simple and complex examples for other engineers to adopt new approach of testing mixed with documentation. Brought our OpenAPI endpoint documentation coverage from less than 20% to over 90% with higher accuracy.
- Technical Lead for upgrading to major versions for Ruby and Rails . Both upgrades had zero production issues due to the technical approaches implemented.
- Technical Lead for implementing a Tiered Pricing Model. This included working with multiple stakeholders across various teams and departments. With the technical approaches outlined, scoped, developed and tested, the final product/feature was delivered well before the release date. The bonus being that because this was developed in a fully backwards compatible fashion, our sales teams were able to close deals with the new tiered pricing model pre-release.
- Technical Lead for implementing a conversion to a new Credit Model. These changes impacted nearly every area of our business. This was another project that required a deep level of understanding multiple teams and departments. Not only were the technical processes outlined, scoped, developed and tested thoroughly, it was another area where communication really mattered and was effective. The success of this project was highlighted by the fact that the transition was seamless with nearly zero downtime and exactly zero post-release malfunctions.

Technologies used

- Backend:** Ruby , Ruby on Rails , Grape , Sidekiq , PostgreSQL , Rspec , Rswag , OpenAPI
- Infrastructure:** GCP , git
- Frontend:** React , Cypress

Senior Software Engineer at Brightside Family Services

RemoteContractHealthcare

December 2019 - December 2024

- Founding Engineer for creating software to manage professional counseling services
- Architected and maintained software for internal admin and employee systems
- Developed and maintained tools for time tracking, payroll, accounting receivables, personnel management, task automation and reporting

Technologies used

- **Backend:** Ruby , Ruby on Rails , Rspec , Capybara , PostgreSQL
- **Infrastructure:** Heroku , Rollbar , git
- **Frontend:** javaScript , css , Bootstrap

Software Engineer at HomeLight

Scottsdale, AZRemotePropTech

October 2018 - July 2020

- Developed and maintained proprietary software for internal customer relationship management (CRM) for multiple sales teams
- Implemented automated business reporting tools and customized tasks

Highlights:

- Created and maintained Internal Helpdesk System to manage our bug tracking and reporting
- Initiated and created multiple internal documentation resources
- Initiated, created and published an Open Source Ruby Gem for shared rubocop configs across repositories. Implemented on Pull Requests automatically via GitHub Actions

Technologies used

- **Backend:** Ruby , Ruby on Rails , Sidekiq , PostgreSQL , Rspec
- **Infrastructure:** Heroku , New Relic , Sentry , git
- **Frontend:** javaScript , Ember , CSS , Sass , Bootstrap

Software Engineer at BOUJ

RemoteFreelance

June 2015 - November 2018

- Developed and maintained web applications using Ruby on Rails as full-stack web framework
- Constructed database models, code architecture, and layouts for new and existing web applications
- Implemented responsive design and cross-browser support
- Provided upgrading services for legacy applications
- Managed software developer contractors and implemented work scopes

Finance and Servicing Supervisor at Homeowners Financial Group

Scottsdale, AZRemoteMortgage

June 2016 - October 2018

- Managed Interim Servicing & Finance team (3 direct reports)
- Streamlined and automated daily tasks with Dashboards, Logs, and Helpers for Investor Accounting, Reconciliations, Warehouse Bank Management, and Purchase Advices
- Developed detailed trending analysis reporting for executive management
- Created dynamic scenario loan default probability analysis using internal and external datasets

Technologies used

- **Backend:** C# , SQL , VBA , Excel , Encompass

Education

Arizona State University

Post Baccalaureate studies, Graphic Information Technology | (2016 - 2018)

University of Nevada-Las Vegas

Bachelor of Arts - BA, Political Science, *magna cum laude* | (2006 - 2009)

Open Source

Creator

- `swagcov` , an OpenAPI documentation coverage check for rails routes (`ruby` `gem`)
- `vscode_rails_syntax` , a ruby language grammar for rails for `VScode`
- `vscode-monokai-minimal` , a Monokai Minimal Syntax Theme for `VSCode`

Maintainer

- `env_compare` , an environment variable comparison utility (`ruby` `gem`)

Contributor

- `rails` , a web application framework, github.com/rails/rails/pull/47679
- `trix` , a rich text editor for everyday writing, github.com/basecamp/trix/pull/727
- `insomnia` , cross-platform API client, github.com/Kong/insomnia/pull/3887
- `standalone_migrations` , a gem to use rails database migrations in non rails projects, github.com/thuss/standalone-migrations/pull/168
- `racksh` , a console for rack based ruby web apps, github.com/ku1ik/racksh/pull/14
- `rotp` , a ruby one time password library, github.com/mdp/rotppull/109
- `rswag` , a ruby gem that adds swagger docs to rails based APIs, github.com/rswag/rswag/pull/426
- `silencer` , a tool for suppressing rails logs, github.com/stve/silencer/pull/29

Blog

- [Committed to Ruby on Rails](#) | July 2nd, 2023
- [Hot Keys, Read all About it!](#) | November 27th, 2020
- [Using a Postgres Version Manager](#) | October 31st, 2020