Sarah Ridge

`Engineering Manager` `Phoenix, AZ`

Summary

Experienced software engineering manager with hands on technical experience.

Contact	Profiles
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(702) 882-5539	stackoverflow.com/users/7477016/sarah-marie (StackOverflow)
linkedin.com/in/smridge (LinkedIn)	gitsarah.medium.com (Blog)

Experience

Engineering Manager at Ellevest

`Phoenix, AZ` `Remote` `FinTech`

July 2023 - January 2025

- Managed multiple distributed software engineering teams dedicated to several domains for a financial technology firm

  - **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, fullstack) and various career levels (Staff, Senior, Mid, Junior)

  - Conducted weekly 1:1 meetings and bi-annual performance reviews (8 direct reports)
  - 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`
- **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

- Led multiple cross team initiatives related to application stability and security with a focus of backend software development

Highlights

- Led initiatives to reduce our error, warning and deprecation logs for multiple applications. For all areas, our issues were reduced by 98% month over month. Aside from fixing various bugs across our systems, this contributed to lowering our logging bill and greatly improving our signal to noise ratio.

- 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. In some cases, we increased our test coverage by over 50% with overall 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 pentesting 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.

- With all of these efforts, a team for application stability and security under my direction was formed with 3 developers assigned to me. All day to day activities were outlined and delegated by me. With a highly targeted focus established, we consistently accomplished reaching our defined goals.

Technologies used:

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

Senior Software Engineer at Brightside Family Services

`Remote` `Freelance`

December 2019 - December 2024

- 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

- `Ruby on Rails` (RoR)
- `PostgreSQL` (Database)
- `JavaScript` (JS)
- `CSS` , `Sass` , `Bootstrap`
- `Heroku` (PaaS)
- `GIT` (Version Control)

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 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:

- `Ruby on Rails` (RoR)
- `Grape`
- `Rspec`, `FactoryBot` (Unit Testing)
- `OpenAPI`, `Rswag` (Documentation)
- `Sidekiq` (Background Processing)
- `PostgreSQL` (Database)
- `GIT` (Version Control)

Software Engineer at HomeLight

`Scottsdale, AZ` `Remote` `PropTech`

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:

- `Ruby on Rails` (RoR)
- `Rspec`, `FactoryBot` (Unit Testing)
- `Sidekiq` (Background Processing)
- `javaScript` (JS)
- `CSS`, `Sass`, `Bootstrap`
- `PostgreSQL` (Database)
- `Heroku` (PaaS)
- `GIT` (Version Control)

Software Engineer at BOUJ

`Remote` `Freelance`

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 web applications
- Implemented responsive design and cross-browser support
- Provided upgrading services for legacy applications
- Managed software developer contractors and implemented work scopes

Education

Arizona State University

Postbaccalaureate 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

- `vscode_rails_syntax` , a ruby language grammar for rails for `VScode`
- `swagcov` , an OpenAPI documentation coverage check for rails routes (`ruby` `gem`)
- `vscode-monokai-minimal` , a Monokai Minimal Syntax Theme for `VSCode`
- `cobalt-rubocop` , a configuration tool used to centralize `rubocop` rules (`ruby` `gem`)

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/rotp/pull/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