Weston Ludeke

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PROFILE

Customer-facing engineer with 10+ years in startups. First user-facing hire at a YC-backed AI startup, where I owned DevRel, support, documentation, and community end-to-end. Thrive at the intersection of engineering and user experience, solving technical issues, creating clear content, and driving adoption. Fluent in JavaScript, Python, and Ruby.

PROFESSIONAL EXPERIENCE

Developer Relations Engineer, *Pythagora*   Jun 2024 – May 2025
- First customer-facing hire. Built and led the company's entire customer experience function, including support, documentation, DevRel, and content, while collaborating closely with engineering and product to drive adoption.
- Managed all community engagement across Discord, Reddit, X (Twitter), YouTube, LinkedIn, Slack, and Intercom.
- Ran influencer campaigns and coordinated marketing across social and content channels.
- Published technical blog posts, video demos, tutorials, and external READMEs and documentation.
- Lead live product demos and technical walkthroughs for prospective users.
- Translated user feedback into product improvements, bug reports, and roadmap recommendations.
- Represented Pythagora at industry events and built relationships in the AI developer community.
- Built and nurtured relationships with the AI community by participating in AI meetups and conferences.
- Contributed directly to the codebase and documentation via GitHub pull requests.

Creator / Software Engineer, *Campfire (campfire-previews.github.io)*   Jan 2024 – May 2024
- Led a team of four engineers to build a self-hosted preview environment for containerized applications.
- Ran standups, led 1:1s, and guided product direction by aligning team priorities and technical execution with goals.
- Automated AWS infrastructure deployment with a custom CLI (published as an NPM package).
- Built frontend using React, Material UI, and JavaScript, and implemented GitHub API integrations for bidirectional comment syncing.
- Wrote technical documentation and a detailed case study: https://campfire-previews.github.io

Software Engineer, *Open-Source Projects*   Jan 2023 – Feb 2024
- A11y Project – Contributed to open-source documentation for a community-driven digital accessibility initiative.
- Rainbucket – A RequestBin clone web app for debugging webhooks, using Node and React; deployed on Digital Ocean.

Technical Customer Support, *Streak (YC S11)*   Apr 2016 – Dec 2023
- Mentored junior team members and led 1:1s, onboarding new hires, sharing best practices, and supporting career growth.
- Participated in hiring committees for support and success roles, contributing to candidate evaluation, team structure, and long-term hiring decisions.
- Worked cross-functionally with engineering and product teams to escalate technical issues and advocate for feature improvements based on user feedback.
- Built internal tools to automate workflows, including a custom invoicing system using JavaScript, Stripe API, and Google Apps Script, reducing manual workload from hours to minutes.
- Created internal and external documentation, improving user onboarding and reducing support load.
- Provided technical support to 50–100 customers daily across email, chat, and live demos, including guidance on API usage and Zapier integrations.
- Wrote SQL queries in BigQuery to analyze customer interactions, identify trends, and deliver insights to product team.

SKILLS

Programming & Development
JavaScript, Node.js, Ruby, Python, Express, React, Sinatra, SQL, PostgreSQL, MongoDB, SQLite, JSX

Infrastructure & Tooling
AWS, Docker, Nginx, Digital Ocean, Jest, Vitest, Cypress, RSpec, Minitest, Material UI, jQuery, Bootstrap

EDUCATION

Launch School, *Software Engineering*
Mastery-based program in full-stack development, OOP, unit testing, networking, databases, and concurrency.

University of Houston, *BBA, Marketing*