

Developer Experience Engineer

(801) 687-8317
tyler.r.wall@gmail.com
linkedin.com/in/tylerrwall

SUMMARY

At my last company, engineers were spending 25% of their time on support. I got it to under 5%.

DevEx Core: Developer Experience, Internal Tooling, CI/CD Pipelines, Observability, Platform Engineering, Debugging Systems

DevEx Stack: Docker, Kubernetes, Datadog, Redis, LaunchDarkly, GitHub Actions

Practices: DORA Metrics, Load Testing, MTTR Optimization, Code Quality Gates

EXPERIENCE

Staff Software Engineer | AI Systems Architect, Unicity International | Provo, Utah **Jan 2025 – Jan 2026**

Tech Stack: GenAI, LLMs, TypeScript, Python, AST Parsing, PHP, AWS, Kubernetes, GitHub Actions, CI/CD, Context Engineering, MCP

- **AI-Assisted Development:** Built 5-agent AI system reducing endpoint migrations from hours to <10 minutes. Engineers stopped treating migrations as a time sink and started treating them as a 10-minute task.
- **Migration Velocity:** Enabled 289 endpoint migrations through AI tooling. 90% error reduction in schema mapping (weeks to hours).
- **Documentation-as-Code:** Architected Truth Source documentation system that AI agents can consume. Agents reason from structured facts, not guesses. Docs stay current because they're the source of truth, not an afterthought.

Engineering Manager / Technical Lead, Unicity International | Provo, Utah **Nov 2023 – Jan 2026**

Tech Stack: Redis, Datadog, LaunchDarkly, PHP, Laravel, Docker, AWS, CI/CD, TravisCI, BPF

- **Observability Platform:** Built real-time debugging system (Redis/Xdebug/BPF) reducing MTTR by 95%. Diagnosed Redis pooling issue achieving 95% DNS resolution and 97-98% OTP auth improvement.
- **Support Automation:** Reduced L1/L2 support overhead from 25% to <5%, returning engineering time to feature work. Engineers actually thank me for these tools.
- **Cost-Efficient Monitoring:** Achieved 62.5% DataDog cost reduction (\$12K to \$4.5K/month) while improving observability coverage. Better DevEx and lower costs.
- **Load Testing Pioneer:** Led first load test in company history—5 sessions, zero system failures, 85-90% confidence for peak traffic.

Principal Engineer, ButcherBox | Remote **Feb 2022 – Oct 2023**

Tech Stack: OpenAI GPT-3, React, TypeScript, Node.js, Azure, Kubernetes, CI/CD, GitHub Actions, Shopify, Instacart

- Led teams processing \$2B+ in transactions while scaling platform architecture 100x over four years, handling 50% month-over-month order volume spikes.
- Pioneered GPT-3 implementation (2022, pre-ChatGPT) automating support workflows and saving ~2 hours/week/employee with NPS of 57—one of earliest enterprise GPT deployments.
- Single-handedly led and delivered Instacart integration—company's flagship partnership initiative—owning architectural design, cross-team coordination, and executive visibility end-to-end.
- Spearheaded migration and integration to Shopify, prototyping the approach and driving adoption across engineering and operations teams.
- Architected environment-agnostic test data seeding framework, accelerating CI/CD pipeline velocity by 3x through configurable scenario generation.
- Transitioned proof-of-concept customer support platform (Zendesk dashboard app) into production-grade React application serving 12-person operations team.

Senior Lead Software Engineer, ButcherBox | Boston, Massachusetts **Jul 2019 – Feb 2022**

Tech Stack: Kubernetes, Helm, Docker, Event-Driven Arch, Microservices, Azure, TypeScript, CI/CD, GitHub Actions, Zendesk

- **Platform Benchmark:** Built platform recognized internally as the benchmark for Testing, Stability, Documentation, Innovation. Other teams measured against ours.
- **Reusable Tooling:** Self-initiated DR-tolerant Azure Service Bus SDK now deployed across all compatible microservices company-wide.
- **Performance Baseline:** In first 90 days, refactored critical paths boosting performance 87%. Set up regression testing so those gains held — future changes couldn't silently undo them.

Software Engineer, InsideSales.com | Provo, Utah

Jul 2014 – Oct 2014

Tech Stack: AngularJS, Symfony 2, Doctrine, PHP, Salesforce, Git

- **DevOps Innovation:** Implemented linter, test pass requirements, and minimum coverage commit blockers. One of the earliest quality gates at the company.
- **Productivity Impact:** In 90 days, delivered the only two new features for PowerStandings while prior developers performed only maintenance. Tooling-enabled velocity in action.

Principal Engineer, Janeiro Digital | Boston, Massachusetts

Jan 2019 – Apr 2019

Tech Stack: Solid Protocol, React, Node.js, Decentralized Web

- Rescued failing insurance platform 6 months behind schedule by restructuring architecture and coordinating 6-8 remote developers—delivered on-time with zero regulatory compliance issues.
- Delivered real-time quoting engine handling complex state-specific regulations for all 50 states, processing quotes in under 2 seconds across 200+ rule variations.
- Coordinated blended remote/on-site team under pressure, maintaining stakeholder confidence through transparent communication and consistent weekly delivery milestones.

VP of Engineering & Lead Systems Architect (Founder), O2O HQ | O2O Global

Jun 2015 – Nov 2018

Marketplace | American Fork, Utah

Tech Stack: AWS, Aliyun, PHP, Rest API, Fintech

- Designed distributed architecture spanning AWS (US) and Aliyun (China), solving 'Great Firewall' latency and enabling seamless cross-border e-commerce.
- Architected unified logistics engine integrating 8+ international providers, automating bonded/free-trade import logic across 3 countries.

EDUCATION

Computer Software Engineering

Utah Valley University

2010 - 2013

Associate's Degree, Pre-Professional Associate in Science

Utah Valley University

2007 - 2009

PATENTS

Optimized Caching and Updating of Custom Assets RSS Algorithm (2012)

Process Patent for a native asset caching system that significantly improved load speeds across fragmented mobile platforms.

HONORS & AWARDS

Eagle Scout + 3 palms | New Century Scholarship | Dean's List