

# Developer Experience Engineer

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## SUMMARY

Your engineers spend 30% of their time on toil. I know because I measured it — then cut support overhead from 25% to under 5%. What I fixed: MTTR reduced 95% with observability infrastructure — on-call rotations, automated alerts, and a debugging toolkit — that spread across the engineering org by reputation alone. Monitoring costs cut 62.

**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

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## PROFESSIONAL EXPERIENCE

### Creator & Lead Engineer, The Real Work (TRW) Framework | Salt Lake City, Utah

Jan 2026 – Present

*Tech Stack: TypeScript, Python, MCP, Multi-Agent Systems, YAML, CLI Tooling, Claude Code, VS Code, Vitest, pytest*

- Built developer tooling framework with 19 MCP tools, structured workflows, and quality gates for AI-assisted development. Two-minute setup, zero codebase modifications.
- Designed persistent cross-session memory so developer discoveries compound instead of resetting. Learnings indexed by keyword, recallable by any future session.
- 2,600+ tests with automated verification on every change. In beta across 5 coding platforms (Claude Code, VS Code, Windsurf, Aider, OpenCode). Engineers adopt it because it solves real problems.

### 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 — schemas, ASTs, and test fixtures. Docs stay current because they're the source of truth for both humans and agents.

### Engineering Manager / Technical Lead, Unicity International | Provo, Utah

Nov 2023 – Jan 2025

*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.
- Led the Shopify migration. Built the initial prototype, got buy-in from eng and ops, and saw it through to production.
- Built a test data framework that worked across all environments, cutting CI/CD time by 3x.
- 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.

## 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.
- Kept the client in the loop with weekly demos. The team was remote and under pressure, but we shipped on time every week.

## VP of Engineering & Lead Systems Architect (Founder), O2O HQ | O2O Global Marketplace | American Fork, Utah

Jun 2015 – Nov 2018

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

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

## EDUCATION

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### Computer Software Engineering — Coursework (147 of 126 credits, degree not conferred)

2010 - 2013

Utah Valley University

*Did Not Graduate*

### Associate's Degree, Pre-Professional Associate in Science

2007 - 2009

Utah Valley University

*Degree Earned*

## PATENTS

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### 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

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