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## SUMMARY

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I lead engineering teams that scale operations through AI—not by replacing people, but by multiplying what they can do. Battle-tested AI transformation (2).

**Leadership & Management:** People Management (M1), Team Building (0to12), 1:1 Mentoring, Performance Development, Cross-Functional Strategy

**AI & Automation:** AI Transformation, Agentic Systems, AI Governance, Sprint Intelligence, Migration Agents

**Technology Stack:** PHP / Hack, Python, React / JavaScript, Kubernetes, AWS, CI/CD

## EXPERIENCE

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**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 Sprint Intelligence:** Built pre-grooming system using historical transcripts as KB. Double-blind validated at +/-1 story point accuracy. 2.5x team velocity, 13% sprint efficiency gain, prevented production outage.
- **Migration Agent at Scale:** Architected multi-agent system with 5 specialized sub-agents automating 80% of 300-endpoint migration boilerplate. Engineers freed for testing, edge cases, and architecture. AI does the scaffolding, humans do the thinking.
- **AI Governance Framework:** After AI agent modified AWS routing tables breaking production, established read-only AI accounts, DevOps approval workflows, and failure-as-state design principles. AI drafts full tickets with rationale for human review.
- **QA from Zero:** Built 0 to 1,500 automated test cases driven by business requirements from tickets, not AI-generated boilerplate. Deployment safety through meaningful coverage.

**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*

- **People Leadership at Scale:** Mentored 10+ engineers through 185+ 1:1 sessions; gave 558 peer recognitions building positive culture. CTO recognition: 'Tyler is AI' for innovation leadership. Teams follow managers who show up.
- **Platform ROI:** Delivered \$336K+ annual savings (cloud \$278K, DataDog 62.5% reduction, RDS consolidation \$32K) while improving reliability. 34% faster response times, 4x order processing. Finance and engineering both happy.
- **Operational Metrics:** Built 50 per-developer daily/weekly reports tracking adoption and bottlenecks at the ticket, feature, and developer level. Turned support overhead from 25% to <5% through data-driven tooling. You can't improve what you don't measure.
- **Deployment Safety Culture:** Led first load test in company history—5 sessions, zero system failures, 85-90% confidence for peak traffic. Created a culture where teams want to load test because they've seen what deployment safety actually looks like.

**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*

- **Strategic Leadership:** Advised executive leadership on platform roadmaps and build-vs-buy decisions, influencing multi-year technical direction.
- **AI Pioneer:** Pushed GPT-3 into production (2022, pre-ChatGPT) automating support workflows, saving ~2 hours/week/employee with NPS 57. Built the ROI case that freed AI tooling budget organization-wide, before anyone was asking for it.
- **Flagship Integrations:** Single-handedly led and delivered Instacart integration end-to-end, owning architectural design, cross-team coordination, and executive visibility. Then led the Shopify migration, driving adoption across engineering and operations.
- **CS Support Platform:** Transitioned proof-of-concept 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*

- **Team Building from Zero:** Built Operations engineering team from 0 (solo) to 9 engineers. Broke it into specialized squads (Operations backend, CS Support, API migration), then transitioned to lead all 3 teams (12 engineers total).
- **Scaling Under Pressure:** Engineered backend optimizations handling 10x traffic surge during COVID with zero scaling incidents. When competitors experienced significant downtime, our systems held.
- **Reference Platform:** Built platform recognized internally as the benchmark for Testing, Stability, Documentation, Innovation, and cross-department collaboration.

## Principal Engineer, Janeiro Digital | Boston, Massachusetts

Jan 2019 – Apr 2019

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

- **Rescue Leadership:** Rescued failing insurance platform 6 months behind schedule by restructuring architecture and coordinating 6-8 remote developers to successful delivery.
- **Regulated Compliance:** Delivered real-time quoting engine handling complex state-specific regulations for all 50 states. Zero margin for error.

## 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*

- **Global Systems Architecture:** Designed distributed architecture spanning AWS (US) and Aliyun (China), solving 'Great Firewall' latency challenges for cross-border operations.
- **Platform Integration at Scale:** Built unified logistics engine integrating 8+ international providers and multi-currency payment system connecting 19+ payment gateways including ICBC. Abstracting complexity so teams ship without provider-specific knowledge.

## Founder & Principal Solutions Architect, Antic Solutions | Springville, Utah

Jan 2013 – Jun 2017

*Tech Stack: Node.js, Angular, PHP, E-commerce*

- **Fractional CTO:** Operated as engineering leader for multiple enterprise clients including NewBalance.com. Established standards and practices that outlasted engagements.
- **Performance Engineering:** Directed site performance initiatives improving speed, UX, and conversion rates. Measurable operational impact through engineering.

## Senior Software Engineer & Team Lead, Modernized Media | Draper, Utah

2014 – 2015

*Tech Stack: Marketplace APIs, Automation, SQL*

- **Operational Automation:** Led multi-channel sales automation achieving +1,700% YOY sales and -44% overhead reduction. A platform that multiplied team output through engineering.
- **Engineering Standards:** Developed core development tools and coding standards adopted across all company projects.

## Software Engineer, InsideSales.com | Provo, Utah

Jul 2014 – Oct 2014

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

- **Immediate Productivity:** Delivered the only two new features in 90 days while prior developers performed only maintenance.
- **Quality Gates:** Implemented linter, test pass requirements, and coverage blockers, raising the engineering bar for the entire team.

## EDUCATION

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### Computer Software Engineering

Utah Valley University

2010 - 2013

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

Utah Valley University

2007 - 2009

## 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