

# Michael Orion Jackson

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## Summary

I am a software engineering lead with two decades of professional experience combining direct technical contribution with people and project management experience. I am adept at working in high scale environments on complex problem domains and turning ideas into shipped software. My primary focus as an engineer has been on backend/infrastructure development.

## Recent Experience

### Carro

#### Senior Software Engineer – Oct/2021 - Sept/2022, Remote

- Carro (getcarro.com) is an ecommerce/marketing tech startup. I joined as a Sr SDE on the backend team and shipped a number of platform services supporting our growth (Java, Spring Boot, GraphQL, gRPC, Postgres, Kubernetes, AWS, a bit of python). Unfortunately, the fundraising environment became challenging in late 2022 and I was part of a cost-cutting layoff in September.
- Projects of note
  - Taxonomy service - worked with data science team to operationalize an ML autocoder for products being offered on the Carro marketplace (assigning them to categories in our directory), including designing and building a web application our human staff used for verification steps in the assignment process.
  - Shopify webhook management service - designed and built a service to centralize management of Shopify webhooks to replace a number of ad hoc integrations across the suite of Carro applications.

### Oracle (Oracle Cloud Infrastructure)

#### Principal Site Reliability Developer – Dec/2019 - Oct/2021, Seattle

- After a re-org, I decided to switch hats to an individual contributor role as an SDE embedded in a new SRE team for OCI's planet-scale object storage offering. (Terraform, Java, Python, a bit of Go, Docker, et al.)
- Projects of note
  - Architected/led unified ops dashboard project for object storage
  - OCI-side lead for migrating petabyte-scale pre-OCI object storage team onto OCI infrastructure
  - Helped with org-wide push to adopt Terraform for deployment

#### Software Development Manager – Sep/2016 - Dec/2019, Seattle

- I led “two pizza”-sized agile teams developing custom operations tooling. My time was split between managerial work (planning, hiring, performance management, career development for technical staff) and direct technical contribution (code and design reviews, service development (Java, Kotlin, Dropwizard, Oracle, Redis), and DevOps work (Docker, Linux, etc.)).
- Projects of note
  - Mimir - a unified query interface / search engine across multiple different resource APIs and data sources. Replaced manual cross-correlation work required to derive information like “find all A in resource B with ties to X in resource Y” as the resource information was previously siloed in disparate APIs.
  - Single Pane - a unified roll-up view for all incident management systems
  - Telemetry Notifier - a fan-out event-driven system that responds to alerts by cutting Jira tickets, creating Pager-Duty pages, and/or sending notice emails depending on alert severity, driving all incident alerting traffic at OCI.

## **SmartBear**

### **Software Engineering Team Lead – Oct/2013 - Sep/2016, Austin**

SmartBear is a developer productivity tools company; I was the engineering product owner for their Collaborator product, an enterprise code and document review system.

- After a layoff in January of 2014, I was the sole remaining member of technical staff for the Collaborator org. I grew and led a distributed team (12 staff, direct and dotted line reports included) that continued shipping regular maintenance and feature updates through this time of transition (Collab 8.4-10.0, twenty one releases), driving \$8M/yr in recurring revenue.
- I partnered closely with sales, marketing, and support to help drive product development (e.g. collaborating with business product owner, sales and marketing on feature roadmap, support on issue prioritization).
- I led an initiative to expand the customer-facing API and open up the product to greater user customization and external integration (top request from sales / marketing at the time).
- By tuning our CICD pipeline to more efficiently use AWS build instances, I drove a 45% cost reduction in our monthly AWS spend.
- Technical skills used: Java, MySQL/Oracle/MSSQL, several different source-control systems, Jenkins, Linux, AWS.

## **Prior Experience**

Details available on request (OmniTI, The New York Times, Credit Suisse, Pegasus, Dun & Bradstreet / Hoover's, etc.)

## **Education**

### **The University of Texas at Austin**

BSc Chemistry, electives in business and computer science

### **Post-baccalaureate Computer Science coursework**

4.0 GPA across seven undergrad CS courses (UMBC, Oregon State). Favorite course: compiler design.