

Joey Nelson

joey@wlrns.net

Chapel Hill, NC

I am an engineering manager with a background in full stack web software development. I am focused on building teams that help engineers grow.

UserVoice – Raleigh, NC

February 2012 – Present

Director of Engineering Operations, November 2017 – Present

- * Coordinating infrastructure, reliability and performance efforts across the engineering team
- * Working with engineering teams to establish and iterate on scalable development practices
- * Leading engineering hiring efforts

Engineering Manager, January 2016 – November 2017

Created and led the Platform Operations team. This team owns software & systems reliability, infrastructure, and incident response.

- * Onboarded 7 software engineers via this team over 2 years. (100% retention)
- * Drove cultural change by establishing personal development as a core function of our team.
- * Implemented and iterated on incident response process. Prioritized follow-up, implemented metrics and alerts, and hardened infrastructure to dramatically reduce frequency and impact of incidents.
- * Managed a backlog of product/infrastructure issues and enhancements. Worked with Product, Support & Success teams to prioritize weekly.
- * Managed migration from hosted hardware to Google Cloud Platform.
- * Upgraded a large Rails app from 2.4 to 4.2
- * Refactored a large and unwieldy Rails test suite. Brought CI test run time from 10+ mins to 3.5 mins. Set organizational standards for testing.
- * Reworked countless components of a 10 year old Rails codebase to optimize for horizontal scalability.

Software Engineer, February 2012 – January 2016

Full stack development of new features for helpdesk and feedback products.

- * Contributed to design and implementation of next-generation Go API to drive new feedback product.
- * Led engineering of embeddable support/feedback widget.
- * Designed and implemented bulk ticket action system allowing admins to quickly perform (and undo) operations on hundreds of thousands of tickets.

GO Interactive – Pasadena, CA

Software Engineer, December 2008 – February 2012

Built web applications and scalable data collection/analysis systems as half of a 2 person engineering team at our tiny startup. Key projects:

- * Distributed Twitter listener network to monitor discussion of sporting events and athletes to provide real-time commentary
- * Backend for a daily fantasy sports game that collected and displayed real-time stats and scoring
- * RSS crawler and blog discovery engine crawling 1MM+ blogs daily
- * Developed and patented an algorithm to detect notable blog posts based on reader feedback USPTO #8,073,947

Snap.com – Pasadena, CA

January 2005 – December 2007

Developer, January 2006 – December 2007

Built rapid prototypes, web applications, backend tools and interactive widget infrastructure.

QA Engineer, January 2005 – December 2006

Built a test automation infrastructure (using Watir/Ruby) that allowed a small team to test enormous products.

Education

University of North Texas: BA – Radio, Television & Film, 2000–2004

~_(\u0329)_/\`

Other interests

Synthesizers, drum machines, burritos, NHL 94 (SNES), D.B. Cooper

View the latest version online at <https://joeynelson.com/cv/>