

Tyler Anderson

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3757 Market Street, San Francisco, CA, 94131

Experienced Software Developer seeking a small, nimble team to make useful things.

Python, JavaScript/NodeJS, Shell Scripting/BASH, Redis, Docker, Kubernetes, AWS, PHP, Perl, HTML, CSS, Apache, Linux, OS X, Windows, Lucene/Solr, MySQL, Postgres, MongoDB, Elasticsearch, Splunk, Fluentd, Stripe, React, Angular, Ember

Front, San Francisco

2020 – 2022

Senior Software Engineer

Fullstack developer in a growing, fast moving company that deployed to production multiple times per day. I worked across the codebase, but was primarily responsible for the billing infrastructure and customer feature entitlements.

Some interesting projects were:

- **Billing Email Consolidation** – Brought third-party-managed billing emails in-house, allowing for greater accountability of handling of customer invoices and receipts.
- **Guest User Notifications** – Invites non-Front users to participate in a limited version of the Front experience alongside subscribers. Regulates frequency and content of email notifications for any new activity in a conversation.

Riverbed Technology, San Francisco

2004 – 2019

Riverbed Engineering Infrastructure Development

2011 – 2019, Engineering Analytics

Software generalist responsible for designing, developing, and maintaining tools that provide insight into the function, reliability, and customer usage patterns of Riverbed's products. The tools saw heavy usage by engineering during the initial design and development of a new product line or feature and then transitioned into a long life with the Riverbed sales and tech support teams.

I set up and coded complete systems from the data collection on the client, through backend storage and processing, to the final display in a browser. I continued my support after development and trained other engineers to maintain, extend, and use the tools.

Some highlights include:

- **Performance & Trouble Monitoring** – Monitors a live stream of logs, config data, and performance metrics from Riverbed SDWAN products installed in customers' networks. Split live datastreams to feed multiple in-house and third-party processing applications. Adjustable granularity reserves expensive compute resources for critical accounts, but all data is stored in S3 for a detailed, retroactive analysis when a problem is detected.

Easy to use plug-in modules for data collection unburden developers and encourage structured logging, simplifying long term product support.

Python, Perl, AWS, Docker, Fluentd, JavaScript, HTML/CSS

- **Product Usage Analyzer** – Customizable views of Riverbed's products in the field. The visual charts and reports provided by this tool determine the focus of QA, prioritize the roll out of product lines and new features, and sharpen sales programs targeting existing customers likely to upgrade or expand.

Receives daily reports from over 100k appliances. Allows user discovery through a fast, context-sensitive autocomplete. Creative backend query management provides a noticeable speed increase. Tool allows users to create and share custom dashboards.

Python, AWS, Postgres, Redis, JavaScript, Knockout.js, HTML/CSS

- **Sysdump Analyzer** – Automated analysis of sysdumps generated by a user's action, or in response to an event, like a process crash. Modular design parses large, free form dump texts into JSON for further analysis and display on internal and customer-facing support portals.

Highlights out-of-bounds values. Stacktrace matching automatically opens support cases and bugs for known or emerging problems. Support staff can subscribe to data streams by product line, customer, support case, or serial number. A portable version is available for use in secure locations like financial institutions or Federal sites.

Python, JavaScript, MySQL, HTML/CSS, Postfix

- **Historical Timeline** – Aggregates key appliance or account information from disconnected internal and external applications into a single scrollable, zoomable, timeline graphic. Support cases, system dumps, software upgrades, reboots, and RMAs are all visually flagged.

Python, JavaScript, MySQL, HTML/CSS, Oracle, Salesforce

Riverbed Hardware Platforms/OEM

2008 – 2010, QA Technical Lead

2006 – 2008, QA Engineer

Distributed workload across team members. Determined time, equipment, and personnel requirements for testing and qualification of internally designed and off-the-shelf servers and individual components, such as USB flash devices, compact-flash memory cards, SSD, HDD, RAM, CPU, cooling fans, power supplies, fiber network interface cards, PoE, and hardware and software RAID.

Designed and developed scripts for bug reproduction, performance testing, and UL certification of Riverbed appliances. Assisted early adopter customers and critical accounts with hardware upgrades and restoration of software. Reviewed customer-facing technical documentation.

Python, Bash, MySQL, HTML/CSS, TCL/Expect, Perl

Riverbed Sales Operations

2004 – 2006

Designed, developed, and maintained an application used by senior management and sales staff to track inventory and order statuses during Riverbed's start-up phase. It was replaced by an Oracle installation sometime after the RVBD IPO.

The system automatically dispatched orders to contract manufacturers for processing and shipping, and notified the customer and sales staff with tracking information.

PHP, JavaScript, MySQL, HTML/CSS