

Jeremy Alan

Senior Software Engineer

Full-Stack Product & Platform Engineering

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Summary

Senior Software Engineer with 20 years of experience leading complex software initiatives from discovery through production across healthcare, AI, consulting, and e-commerce. Experienced in translating ambiguous business problems into reliable software while reducing technical and organizational complexity through thoughtful engineering. Combines full-stack development, cloud infrastructure, and platform engineering with a collaborative, product-focused approach, mentoring engineers and building systems which organizations can confidently rely on.

Technical Skills

- **Languages:** JavaScript, TypeScript, Ruby, Java, Python, PHP
- **Cloud & Infrastructure:** AWS, GCP, Kubernetes, Docker, Terraform, CloudFormation
- **Databases:** PostgreSQL, MySQL, GraphQL, MongoDB, Redshift
- **Frameworks:** Node.js, React, Ruby on Rails, Spring/Hibernate
- **Practices:** CI/CD, distributed systems, REST APIs, observability

Experience

Software Engineer, Experts Platform

Snorkel AI - Seattle, WA (Remote)
Feb 2026 - July 2026

- Identified dataset and workflow issues improving platform efficiency, including diagnosing container memory over-provisioning (~70% excess allocation) which increased trial concurrency across trial evaluations at scale.
- Evaluated agent-generated code across JavaScript, TypeScript, Ruby, Python, and Java repositories, providing metric-based feedback used to validate and improve training datasets.
- Developed test harnesses using Harbor Framework to evaluate frontier model behavior (GPT-5.x, Claude Opus) against real-world multi-step engineering scenarios including builds and deployments.

Software Engineer, Consultant

Factory Direct Blinds - Berlin, DE (Remote)
Jan 2024 - Jan 2026

- Increased website conversion rate by approximately 2.5x during a company turnaround through iterative experimentation, validation of changes with A/B testing and continuous analysis using Google Analytics and Search Console.
- Automated a manual-entry workflow spanning multiple vendors by driving a complex integration from requirements and API evolution through final EDI implementation. Led production rollout from staging while coordinating stakeholders to ensure a smooth deployment.
- Built a shipment tracking experience which noticeably reduced customer support calls by giving customers real-time visibility into their orders.
- Translated wireframe concepts from Figma into a fully revamped shopping experience to improve UX across key site features while working within the constraints of a legacy frontend architecture.
- Implemented a lightweight internal knowledgebase using a containerized Wiki to consolidate knowledge sharing and support onboarding with standardized documentation.

Software Engineer, Consultant

Port80 - Berlin, DE (Remote)

Oct 2020 - Dec 2023

- Successfully delivered projects across multiple concurrent engagements requiring rapid acquisition of unfamiliar domains while managing junior developers residing in different timezones.
- Translated evolving business requirements into an enterprise CRM for a rapidly growing recycling company, replacing manual workflows spanning dozens of operational forms including materials tracking and invoicing.
- Improved signup, login, and client management security using 2FA and migrated password storage away from MD5. Performed security audits using SNYK to identify security risks including SQL injection.
- Improved developer productivity by replacing deeply nested callback chains with async/await workflows and abstracting inline SQL into a reusable query layer.
- Contributed to the migration of a mature Magento storefront to Shopify, implementing custom storefront functionality and backend integrations to preserve complex business workflows while modernizing the platform.

Senior Software Developer

SEIU 775 Benefits Group - Seattle, WA (Hybrid)

Nov 2017 - July 2020

- Contributed to the migration of a statewide certification and learning platform for in-home healthcare providers from a Salesforce-based monolith to an event-driven microservices architecture spanning Google Cloud and AWS.
- Improved cross-department functionality by working closely with the Data & Analytics team to develop and containerize specialized systems such as survey feedback and predictive analytics.
- Provided team leadership during rapid enterprise expansion through guidance and mentorship of junior developers over a variety of tools and processes such as platform architecture, CI/CD tooling, knowledgebase development, and code review.
- Reduced developer friction caused by evolving API Gateway specification through automation of resource deployments to AWS VPC.

Contract Software Developer

Port80 - Seattle, WA (Remote)

May 2017 - August 2017

- Architected and built a Node.js backend to integrate an e-commerce platform for supply chain management with various vendor distribution centers connecting small retailers to larger distribution systems.
- Collaborated with internal and vendor engineering teams to diagnose and reproduce intermittent authentication failures across distributed systems, helping resolve complex production issues that required coordinated investigation.

Front End / Full Stack Developer

Full Circle - Seattle, WA

Feb 2012 - Jan 2017

- Modernized a legacy PHP application into a responsive single-page platform supporting member registration, e-commerce, and account management, including a redesigned onboarding workflow which increased new member registrations approximately 3x within one week of start and helped enable company growth from roughly \$6M to \$16M in annual revenue over three years.
- Led the design, UX direction, and engineering of internal operational tools supporting distribution center management, inventory planning, and customer service, partnering directly with stakeholders to streamline day-to-day workflows.
- Architected a reliable frontend foundation supported by comprehensive regression testing, enabling confident releases and continuous evolution of a business-critical platform with minimal disruption to users.

Front End Developer

Blue Nile - Seattle, WA

Aug 2011 - Feb 2012

- Created new features as part of the Site Development team such as filtering for Build Your Own Jewelry interface and process improvements for laborious holiday site-theming.
- Developed a configuration-driven theming system which dramatically simplified recurring site redesigns replacing a labor-intensive manual process with reusable configuration.
- Coordinated with both backend and site-reliability teams to maintain an aging tightly-coupled monolithic JSP framework during feature previews and final rollouts where downtime was not an option.

Developer

United Business Media - Seattle, WA

Jan 2011 - Jun 2011

- Refactored a legacy conference management platform for the Black Hat brand whose denormalized data model hindered application performance, redesigning core data structures to improve maintainability and significantly reduce query complexity.
- Strengthened credential security by migrating legacy password storage to a more secure scheme while preserving existing user credentials - avoiding a disruptive platform-wide password reset.

Developer

Bag Borrow or Steal - Seattle, WA

Aug 2008 - Nov 2010

- Integrated from-scratch frontend interfaces with backend services as part of the company's transition to an in-house fulfillment operation, supporting a business-critical migration to a custom warehouse management system (WMS) under a fixed deployment deadline.
- Developed and evaluated e-commerce experience improvements, including product quick-view and image zoom prototypes, supporting data-informed UX decisions aimed at increasing customer engagement and conversion.
- Architected and implemented internal administration tools for product and fraud prevention teams, including RBAC-enabled user management and secure impersonation capabilities that streamlined operational support.

Education

University of Texas at Austin

Computer Science

- Aug 2001 – Dec 2002
- Aug 2005 – Dec 2005