

# Jacob Helwig

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<https://technosorcery.net/about/me/>  
Portland, OR

## WORK EXPERIENCE

- ◇ **Principal Engineer**, EVERFI  
(Remote) Portland, OR (July 2021 – November 2021)
  - Development and maintenance of EVERFI's financial education platform.
- ◇ **Staff Platform Security Engineer**, CircleCI  
(Remote) Portland, OR (October 2020 – July 2021)
  - Mentored internal development teams on security matters.
- ◇ **Senior API Developer**, The Dyrft  
Portland, OR (October 2019 – September 2020)
  - Architected and implemented API and back-end processes to handle booking campground reservations from direct partners, as well as through external partner platforms, including financials reporting & the payout process for direct partners and external partner platforms.
  - Architected and implemented API and back-end processes to handle managing premium feature subscription purchases across multiple platforms (web, Apple App Store, Google Play Store), including reporting and payout of purchases from the web.
  - Architected and implemented API to support trip planning feature on web & mobile platforms, including integrating with MapBox for routing, and using The Dyrft's dataset to intelligently suggest Campgrounds to stay at along the trip route.
- ◇ **Principle Software Engineer**, Puppet  
Portland, OR (November 2017 – October 2019)
  - Mentored junior developers on software development practices and the Puppet code base, to increase the strength and effectiveness of the development team as a whole.
  - Worked with product management to prioritize potentially cross-team tasks to improve the user experience of using Puppet in production, as well as easing the development of future features.
  - Coordinated and developed procedures for collaborating with, reviewing, and integrating open source contributions to foster the open source Puppet community.
  - Lead project to streamline custom HTTP client code to better handle edge cases around using custom certificate authorities and certificate stores.
- ◇ **Senior Software Developer - DevOps**, InQuicker (a Stericycle product)  
(Remote) Portland, OR (March 2016 – November 2017)
  - Introduced system and service level monitoring with dashboards and alerting to improve visibility into resource usage, and decrease time required to diagnose issues.
  - Worked with application developers to add monitoring and metrics to back-end processes to decrease time required to identify and diagnose issues with customer integrations.

- Worked with customers to design and implement HIPAA compliant interconnections including VPN and network configuration.
- ◇ **Senior Operations Engineer**, LivingSocial  
(Remote) Portland, OR (December 2014 – March 2016)
  - Designed and implemented support for multiple environments in deployment and monitoring infrastructure.
  - Created and maintained custom packaging of software on CentOS allowing teams to utilize tools not normally available on the platform.
  - Provided domain-specific knowledge and expertise to other development teams to aid in diagnosing and analyzing production errors.
  - Designed road map for transitioning from physical infrastructure to a Docker based application development and deployment workflow to more quickly scale capacity and allow for task-specific environments.
- ◇ **Platform Engineer**, Elemental Technologies  
Portland, OR (November 2012 – December 2014)
  - Designed and implemented a method for offline rollback of product versions, including system package requirements allowing product and operating system rollbacks in isolated network environments.
  - Designed and implemented a method for offline operating system upgrades of appliances in isolated network environments.
  - Created and maintained custom packaging of software on CentOS, RHEL, and Ubuntu allowing teams to utilize tools not normally available on the platform.
  - Designed a way for customers to manage native operating system provided network interface bonding through the product UI and implemented the back-end for the feature, allowing customers more resilient and higher bandwidth connections.
  - Designed and implemented back-end for allowing users to manage VLANs on appliance interfaces via product UI to support more complex network environments.
  - Improved customer experience when doing a clean appliance install by creating a guided instructions and prompts through a custom syslinux menu for preparing the kickstart/preseed install of CentOS, RHEL, and Ubuntu.
  - Reduced time spent managing and verifying topic and feature branch merges by transitioning all development repositories from SVN to Git.
  - Designed and implemented a way to ensure product and operating system version builds are reproducible through time via snapshotted mirrors of all used CentOS, RHEL, EPEL, and Ubuntu package repositories.
- ◇ **Software Developer and IT Operations**, Byngo  
(Remote) Portland, OR (January 2012 – October 2012)
  - Back-end and API developer.
  - Implemented and managed all IT infrastructure.
- ◇ **Open Source Team Lead**, Puppet Labs  
Portland, OR (August 2010 – December 2011)
  - Ensured a balance of internal development priorities, and maintained active communication and engagement with the open source Puppet community.
  - Designed and implemented a fast-tracked, fully self-contained stack for all Puppet components included in Puppet Enterprise for CentOS, RHEL, Debian, and Ubuntu.

- Increased community awareness and involvement in core Puppet development by leading hackathons.
- ◇ **Software Developer II**, Rentrak Corporation  
Portland, OR (November 2007 – August 2010)
  - Conducted training to introduce developers to a Git-based workflow.
  - Reduced overhead of integrating shared code across 13 products by converting from SVN to Git.
  - Reduced time spent maintaining development infrastructure by transitioning from custom software to an off-the-shelf solution.
  - Lead back-end developer for Digital Download Essentials.
  - Lead developer for creating an online rental reservation system for video rental stores.
  - Lead developer for establishing the online-commerce portion of ForMovies.com.
  - Introduced continuous integration to the development process.