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# Darrin Eden

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**SENIOR SOFTWARE ENGINEER | INFORMATION TECHNOLOGY OPERATIONS LEADER | TECHNICAL CONSULTANT**

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## SUMMARY OF QUALIFICATIONS

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- **Resourceful, technical professional** with 20 years of experience in designing, delivering, and supporting highly complex software technology solutions for companies of varying sizes from startups to Fortune 100.
  - **Results-oriented, client-focused software engineer** adept at streamlining and improving processes, increasing productivity and implementing solutions to maximize a positive end-user experience.
  - **Highly motivated team leader** with a passion for building positive collaborative working relationships and developing team skills; extensive experience in scaling and leading Dev-Ops and software engineering initiatives.
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## AREAS OF EXPERTISE

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Software Development Lifecycle (SDLC) | Analytical Leadership | Customer-Centric Design & Development | Capacity Planning | Technical Writing | Data Analytics | Application Programming Interface (APIs) | Project Management | Quality UX Components | Web Frontends & Backends | Workflow Development | Hardware Performance | Large Dataset Administration | Network Protocols | Troubleshooting | Systems Engineering | Cloud Services | Creative Problem-Solving | Dev-Ops |

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## PROFESSIONAL EXPERIENCE

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**Ngrok**  
**Principal Software Engineer**

**(Remote) San Francisco, CA & Seattle, WA**  
**February 2021 – Present**

*Stabilized and provided a solid foundation to improve technology infrastructure for growing upstart while ensuring a positive end-user experience. Provided direction, increased system reliability, and built automation to solve customer problems and address customer pain points. Communicated technical strategy across the organization. Mentored and supported developers/engineers in upgrading skills.*

- **Managed several key initiatives**, including transition to a Kubernetes Platform, implementing continuous integration and delivery of system enhancements, and introducing a proactive system of security, resulting in a reduction in lead time for changes from 3 days to 30 minutes.
- Designed and shipped generated Terraform provider and TypeScript client library for public APIs to enable customers to effectively integrate our service easier providing our end-users (developers) with faster onboarding
- Developed engineering strategy and articulated technology roadmap, increasing internal productivity and providing strategic direction for 15 software engineers while empowering them to make decisions based on predetermined goals and objectives
- Established KPIs and created a dashboard for monitoring and observing 1,000+ instruments, providing a clear picture of system operations and enabling a proactive response to potential issues
- Reduced lead time for software changes from 3 days to 30 minutes while reducing the risk of introducing faults by providing continuous automation to build, test and deploy software

**DigitalOcean**  
**Senior Software Engineer**

**(Remote) New York, NY**  
**October 2016 – February 2020**

*Mitigated and rapidly resolved software issues without compromising established deadlines or overall service quality.*

- Designed and deployed key applications, services, and APIs to boost machine provisioning velocity, reliability, and efficiency by 2300% (from over 48 hours to less than 2 hours)
- Built, tested, and positioned a data science platform as a force multiplier resulting in improved customer acquisition funnel efficiency by 90% and driving revenue growth of more than 30%
- Diagnosed hardware and platform misconfiguration issues via complex troubleshooting; developed and executed improvements to remedy roadblocks
- Disintegrated monolith into several API services enabling teams to sustain productivity and innovate autonomously
- Slashed machine provisioning time from 72 hours to one hour; grew fleet from 3K to 30K machines
- Designed, built, and operated a 6K CPU core, 300TB big data platform powering core business and fleet analytics
- Created a SQL oriented high-cardinality time-series database aimed at correlating hardware failures in an evolving heterogeneous environment

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**Site Reliability Engineer**

June 2014 – October 2016

*Led change management efforts and transitioned culture from reactionary to proactive, reducing risk and repeated issues. Provided system continuity and scalability during hypergrowth.*

- Decreased system downtime from eight hours per month to 10 minutes per month
- Instituted service level metrics, increasing observability through instruments (grown from a few dozen to thousands) and allowing real-time insights into system operations and resilience
- Reduced pager frequency (issues and downtime) by 80%, which increased customer satisfaction and employee morale

**DNSimple**

Portland, OR

**Co-founder/Operations Engineer**

January 2010 – April 2014

*Co-founded a domain name and DNS service provider; assimilated system and customer experiences. Scaled organization and hired specialized software engineers.*

- Designed and deployed an Erlang authoritative resolver with world-class reliability
- Developed and deployed a global anycast network to ensure uninterrupted service, high performance, and reliability
- Delivered an upsurge in revenue from zero to \$2M annually

**Heavy Water**

Portland, OR

**Founder/Principal Consultant**

August 2006 – March 2012

*Founded a technical operations consultancy and engaged with dozens of clients of varying sizes and trials.*

- Supported a wide array of clients from startups to Fortune 100 companies with infrastructure-as-code services
- Hired and built a high-performing team focused on developing and running reliable software
- Trained client company developers with proprietary techniques and provided strategies to facilitate software development
- Successfully positioned the organization for sale

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**EDUCATION**


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**Bachelor of Science in Computer Engineering**

Dual Major: Computer Science and Computer Engineering  
University of Miami | Miami, FL

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**TECHNICAL SKILLS**


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- **Polyglot:** Go | SQL | Python | Ruby | Rust | TypeScript | React | Node.JS
- **Functional Programming:** Elm | Scala | Erlang
- **Containers/Virtualization:** Kubernetes | KVM
- **Infrastructure-as-Code:** Chef | Ansible | Terraform
- **Distributed Systems:** Kafka | Spark
- **Cloud Service:** AWS | Google Cloud