

Nicholas Funnell

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Summary

A software engineer with 9 years of real world experience. I specialize in the development, deployment, operations, and support of web-based software systems. I am a full-stack developer and have experience working with senior, junior, remote, and in-person teams across time zones.

Experience

April 2021 - PRESENT

Twilio, Inc - San Francisco, CA - *Staff, Software Engineer*

- Lead engineer on the project to rebuild the customer-facing console homepage. Project was designed to scale to many different customer personas at Twilio. Worked with the product team to define requirements, did the architecture designs, got review from peers, broke the project down into tasks, worked with the rest of the engineering team to implement it, and gradually rolled it out to customers successfully.
- Lead engineer for adjusting our existing services to work in multiple AWS regions, launched in AU1 and IE1
- Cross-team collaborated with the Fraud and Identity team on shared goals such as implementing a Password API in the customer signup flow, reporting signup metrics to anti-fraud vendors, and adjusting the signup flow when any integrated backend-API changes occurred.

January 2018 - April 2021

Twilio, Inc - San Francisco, CA - *Senior Software Engineer*

- Worked closely with Product Managers to build the Twilio Console homepage, enforce email verification at signup, and the new customer onboarding question-answer wizard.
- Lead, designed, and brought to production a two-year effort to completely remove PHP from the team's services, moving to a full Scala backend. This removed the team from a shared codebase and shared on-call responsibilities.
- Worked across teams to implement internal data APIs to enforce GDPR compliance.
- Implemented a frontend wizard page in the Console to enable customers to securely upload identity & business documents. This was part of a larger effort to comply with european telecom regulations
- Worked with my team and remote contractors in Ukraine to build a reusable set of React Components
- Implemented various pages in the Twilio Console

- Mentored more junior engineers on their design documents, deployment strategies, code structure, and more as part of the Twilio Hatch program.

February 2015 - January 2018

Twilio, Inc - San Francisco, CA - *Software Engineer*

- Worked on various parts of the Account Portal, principally on the SIP Trunking and Programmable Chat sections. Was given designs to implement and worked with the Product team to review functionality and
- Fullstack PHP & Javascript Developer

December 2012 - February 2015

Davis Instruments - Hayward, CA - *Web Applications Engineer*

- Built a single page application for flagship vehicle fleet management product. Using the Backbone framework in Javascript, I created a web interface to view near real-time movement of vehicles around the world and display historical trips and events. Composed of various modules that communicated with an event bus.
- Built a service to calculate driver and vehicle related reports in Java. Replaced the old PHP system, reports executed 2 to 4 times faster. Service was designed to run as a fleet of many instances on different machines to scale up when needed, and used ActiveMQ to integrate with the rest of the system.
- Wrote a template-based system for sending emails to customers of Weather subscription service. Built a front end in PHP and Javascript for the marketing department to edit and preview templates. Replaced system that had all emails hard-coded into application.

Education

Graduated June 2012

California State University, East Bay - *Bachelor of Science (B.S.), Computer Science*
Hayward, CA

Skill List

- Scala, Javascript, Java, Python, PHP
- AkkaHttp, Guardrail
- HTML, CSS, React
- MySQL, Linux, Bash
- IntelliJ, Git, Emacs, Vim
- Maven, Make