Timothy Smith

Senior Platform Engineer @ RVO Health

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Fort Mill, SC / Charlotte Metro

Key Skills

- Programming Languages: **Go, C#, HTML, CSS, Javascript, PHP, VB.NET**
- Frameworks and Runtimes: **Node.js, .NET Core, .NET Framework, React**
- Cloud Development: **AWS (*Certified Solutions Architect — Professional*)**
- CI/CD: **CircleCI, Github Actions**
- Infrastructure: **Terraform, Cloudformation, Serverless Framework, AWS Copilot**
- Monitoring and Observability: **New Relic, Datadog, OpenTelemetry, Cloudwatch**
- SQL and NoSQL Databases: **MySQL, PostgreSQL, DynamoDB, Redis**
- Search: **Algolia, Typesense**
- Version Control: **Git, Github**
- Events/Messaging: **Kafka, RabbitMQ**

Work Experience

Senior Platform Engineer | RVO Health
January 2024 - PRESENT

- Building infrastructure and a development platform for systems within my team's AWS accounts primarily using Terraform and Github Actions.
- Develop and maintain Terraform modules and reusable Github Actions workflows in order to improve speed and reduce bugs when developing platform solutions.
- Investigate and implement cost cutting measures related to infrastructure for a central data platform in the company that processes thousands of messages per second in order to provide analytics to our business teams.
- My team and I led a large migration of all our applications from New Relic to Datadog. We designed an observability/monitoring architecture around

OpenTelemetry sidecars and collectors as a proxy for our telemetry to avoid vendor lock-in caused by sending directly to Datadog.

Staff Engineer | Red Ventures
February 2022 - December 2023

- Development focused on backend and platform engineering.
- Planning and driving strategic technical initiatives across teams.
- Led a cost-cutting initiative to reduce spend across several AWS accounts for the teams I work with. Was able to cut monthly spend on most accounts by at least 50% resulting in anywhere from a few hundred a month to $2,000 a month in savings, depending on the account, by rearchitecting apps, making infrastructure changes and identifying apps that can be removed.
- Led several L&D sessions covering topics like middleware (specifically in Golang HTTP routing), network connectivity in AWS, system architecture and design, and how to debug applications in AWS using tools such as VPC flow logs, Cloudwatch and Cloudwatch Insights, etc.
- Consulted on system architecture and design for engineers building systems that solve problems around application licensing, software capitalization, employee analytics, etc.
- Played a critical part in migrating the AWS accounts for our teams away from Transit Gateway to alternate forms of network connectivity such as VPC peering and AWS Privatelink.
- Provide guidance and direct mentorship to engineers across the teams on a variety of engineering problems via pair programming and asynchronous collaboration.

Engineering Manager | Red Ventures
November 2020 - February 2022

- Successfully managed a team that grew to 6 engineers. As a manager, I was a strong advocate for my team and always had their best interest in mind as I advocated to leadership for a healthier work-life balance, increased tangible recognition, the opportunity for full-time remote work, better methods of collecting employee feedback, etc.
- My team produced and maintained products and solutions for internal teams and stakeholders such as corporate communications, HR and recruiting, as well as other developer teams.
- Several people on my team were recognized through well-earned promotions during my time as manager.
- I significantly improved some unhealthy stakeholder relationships that had been formed previously with some members of my team and our products through direct and transparent expectation setting, particularly around how we prioritized incoming work and what we viewed as an urgent request versus a non-urgent request.

Senior Software Engineer | Red Ventures

February 2020 - November 2020

- Full-stack cloud-native development mostly using Go, React, html, css and the AWS ecosystem.
- Architected and built systems to serve the needs of multiple internal teams such as HR, recruiting, compliance, etc.
- One of my primary responsibilities was developing and maintaining infrastructure for my team's applications.
- I was an active participant in RV's interview process, which means I reviewed candidate projects and performed on-site interviews for software engineering applicants of various levels.
- Provided significant mentorship to my teammates, particularly more junior engineers, and successfully managed an intern.
- Pushed for new solutions and technology on my team such as Algolia and Serverless Framework.

Software Engineer | Red Ventures

July 2017 - February 2020

- Full-stack development mostly using Go, PHP, html, css and vanilla javascript.
- Worked with our internal compliance team to build systems for processing, storing, reviewing and scoring agent phone calls.
- I participated in developing a program focused on providing other engineers with technical and career mentorship.
- I was part of our Cloud Native Delivery Chapter which was focused on streamlining infrastructure management and CI/CD for our teams.
- I was an active participant in RV's interview process, which means I reviewed candidate projects and performed on-site interviews for software engineering applicants of various levels.

Software Engineer | Information Capture Solutions

June 2015 - July 2017

- I was part of a small engineering team that built document capture solutions to ingest, validate and digitize large batches of documents ranging from tax returns to health insurance EOBs.
- Primarily desktop application development using the .NET Framework, SQL Server and EMC Captiva.
- I was very vocal about the importance of design patterns in our systems. I pushed for a new architecture in the system for one of our bigger contracts based on properly implemented design patterns. This significantly reduced the amount of time it would have normally taken to implement a project of this size while reducing bugs and making it less risky to update our code late in the timeline based on customer feedback.

- We had a proprietary reporting application that rendered reports as nothing more than text in a textbox. I was tasked with rebuilding this application to be more flexible and more aesthetically pleasing to clients. I rebuilt the application with an embedded web browser and updated all the reporting code to export reports as HTML rather than plaintext, which enabled us to implement several new features such as exporting from the application in multiple formats, flexibly styling the embedded reports using CSS and more, all while reducing the work needed if we ever decided to move the report generation to a web based application.

Software Engineer | Unique Management Services

April 2015 - June 2015

- I was the sole developer building and maintaining ASP.NET web applications used internally and by customers.

Intern Software Engineer | Troll and Toad

October 2013 - February 2014

- I was part of the development team that maintained the company's e-commerce site, which receives millions of visitors every month.
- Mostly full-stack web development across the frontend and backend.
- I designed and implemented a completely new login page during my internship.

Education and Certifications

- **B.S. in Management Information Systems** | University of the Cumberlands | 2010 - 2015
- **AWS Solutions Architect - Professional** | 2022 - 2025