




Shay Pletcher

Cloud-operations-focused team lead with ten years of development experience

Pronouns: any/all

 [not posted online]  [not posted online]  me@shay.zone

Not currently open to new roles.

Selected Experience

TULIP INTERFACES

Somerville, MA

Lead Software Engineer

January 2023 - Present

- ❖ Lead of Cloud Tooling - four-person team handling observability, deployments, and reliability tools
- ❖ Built/deployed processes for defining/using SLOs and error monitoring across a dozen product teams

OUTCOMES4ME, INC

Boston, MA

Staff Software Engineer

July - December 2022

Senior Software Engineer

May 2021 - June 2022

- ❖ Lead of DevOps/SRE, transitioned to distributed container service architecture at early-stage startup
- ❖ Introduced incident response protocols, improving incident resolution time and reducing recurrence

THE BROAD INSTITUTE OF MIT AND HARVARD

Cambridge, MA

Senior Software Engineer/Technical Lead

April 2020 - May 2021

Software Engineer/Technical Lead

September 2018 - April 2020

- ❖ Led development of automations service processing terabytes of genomic data daily
- ❖ Mentored four teammates with no software background to junior engineer level

BOOKBUB (PUBMARK, INC)

Cambridge, MA

Software Engineer

May 2016 - September 2018

Software Engineering Co-op

January 2015 - May 2016

- ❖ Extended infrastructure and tooling to streamline feature development and QA
- ❖ Pioneered autoscaling and spot instance usage, reducing monthly cloud services bill by 25%

Expertise

Languages Python, Ruby, Javascript (esp. Typescript), Bash, some Clojure
Frameworks/Platforms AWS, GCP, Terraform, Rails, Node (Express, Nest), Ansible, PostgreSQL
Specializations Cloud infrastructure, site reliability, workflow automations, distributed systems

Education

NORTHEASTERN UNIVERSITY

Boston, MA

College of Computer and Information Science

May 2016

- ❖ Bachelor of Science in Computer Science, *magna cum laude*
- ❖ President and founder of the Northeastern University Tabletop Roleplaying Society

Interests

Tabletop RPGs (e.g. Dungeons and Dragons), disco, astrophotography, food science, linguistics/etymology