Nathan Young - Staff Engineer

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Staff engineer combining technical excellence, a collaboration first working style and excellent people skills. Exceptional track record of developing high-performing teams to implement software that drives revenue, improves UX and engages end-users.

Professional Experience

Lily AI, Mountain View/remote   8/2023 – present

Staff Engineer

- Reduced implementation time of lily's custom analytics pixel by 60%
- Drove pixel adoption rate from 1/month to 5/month
- Scaled pixel backend up to 50 million requests per day
- Reduced AWS spend by 70%
- Built coherent and interconnected runbooks, dashboards, alerting and on call

At Lily I was on the team responsible for measuring the effectiveness of our solution, including doing Proof Of Value analysis during the sales cycle. I did mostly data engineering, pipelines, front end pixel and tag management work and infrastructure, with some data analysis work mixed in.

Activate Staff (né Timesaved Inc), Toronto CA/remote   11/2020 – 08/2023

Director, Engineering

- Went from 3 to 15 developers in 1.5 years, accelerating our delivery rate continuously
- Drove emergency bug rate down by 80% in the first six months
- As platform traffic doubled every four months for sixteen months
- Tracked engineering org to strategic goals
- Defined KPIs and success criteria

At timesaved I inherited a team of young developers and an early stage product with a market fit and helped the company aggressively enter the market, drove the software be stable, performant and secure while maintaining feature development velocity, and grew the development org from a small set of individuals to a group of teams working together.

Nike, Beaverton Oregon   11/2019 – 11/2020

Site Reliability Engineer, Global Commerce

- Observability/prod ops for global launch and global commerce platform
- Bot mitigation and akamai configuration
- Key signals and alerts for global commerce platform
- Owned on call schedule and runbooks for L3 and escalations
- Integration of BI data from global commerce platform with core Nike systems

Launch at Nike produces a regular stream of global internet scale events. I was on the team solving the challenges of scale, transaction integrity, lottery fairness and bot mitigation; and doing so while meeting the demand to run these events smoothly and with efficient use of resources.

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In addition I helped instrument to get reliable usage information and to round trip customer data and purchasing behavior into Nike tools from global commerce sources.

Ondema, Santa Barbara, CA and Remote   02/2018 – 04/2019

Lead Engineer

Added code and helped design systems in an environment comprised of React/Redux, Lambda, Dynamo, and Cognito. Helped design foundational systems (release/testing/workflow) to support growing the installed base without growing headcount.

Cisco Systems, San Jose, California and Remote   02/2002 – 11/2018

Engineering Manager (04/2011 – 11/2018)

- Improved cross-functional coordination with just-enough process
- Reduced deliverables lead time by 33% and new-member onboarding time by 75% by automating dev environment infra to eliminate "named environments"
- Moved release cycles from monthly or greater to weekly or less through test automation and by moving to embed QA resources in dev teams instead of relying on QA org.

At Cisco I was on a management team owning the front end framework and UI for the external facing cisco.com site. In time we also inherited the internal site and various internal and other backend infrastructure.

Product Owner (10/2006 – 04/2011)

Deep experience with multi team release management and with stakeholder engagement, expectation setting, work breakdown and continuous improvement. Continued technical leadership during this time. Details available on request.

Developer and Tech Lead (02/2002 – 10/2006)

Technical leadership, hiring and mentoring, designing large systems and solving problems of scale. Detail on request.