

ERNIE BRODEUR

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Senior Application Support Engineer

PROFESSIONAL SUMMARY

Senior application support engineer with more than a decade supporting and developing enterprise systems. Owns incidents end to end, traces failures across distributed services, and uses AI-assisted codebase analysis and debugging alongside logs, metrics, and traces to drive durable fixes.

TECHNICAL SKILLS

AI-Assisted Engineering: Generative AI / coding agents, Prompt / context engineering, Repo-local work plans / durable agent context, AI-assisted testing / debugging / code review, Human-in-the-loop validation

Diagnostics & Operations: Splunk, Grafana, CloudWatch, APM / distributed request tracing, Linux administration, Bash / shell scripting, TCP/IP / DNS / HTTP(S) / VPN / SSL, Incident response / on-call, Root-cause analysis, Runbooks / operational documentation

Applications & Data: Ruby, Python, Ruby on Rails, REST APIs, Microservices, PostgreSQL, MySQL, SQL query tuning

Cloud & Delivery: AWS ECS / EC2 / ECR / RDS / S3 / Lambda, Docker, GitHub Actions / CircleCI / Travis CI

Collaboration: Cross-functional / remote collaboration, Jira / Confluence / Slack / Microsoft 365

PROFESSIONAL EXPERIENCE

INDEPENDENT DEVELOPMENT

Independent Product / Platform Engineer

Remote
Oct 2024 - Present

- Founded and launched Safety Ally in 2026, taking the complete product from an empty repository to production in two weeks; subsequently expanded it with additional features and refinements while owning product strategy, architecture, UX, engineering, AWS operations, support, and go-to-market.
- Designed and built Job Agent and Pilot, agentic systems for career and software-development workflows with tool use, persistent context, decision rules, state tracking, verification, and adaptation.

GOX LABS

Lead Backend Developer / Technical Team Lead

Remote
Dec 2022 - Sep 2024

- Instrumented services with logging and monitoring and debugged production issues across the Ruby/Rails stack.

COMCAST TECHNOLOGY SOLUTIONS

Custom Solutions Manager

Remote
Jan 2017 - Aug 2019

- Earned the Comcast Starr Award for ACI-driven deployment automation that cut cycle time from 6h to 1m, saving ~\$300K/year.
- Built 654 RSpec examples across cts-mpx and cts-mpx-aci, reaching 98.65% and 96.79% coverage.
- Eliminated daily help-desk work by fixing recurring system problems and simplifying operational workflows, removing the need for dedicated daily support coverage.

Technical Support Lead

Sep 2015 - Jan 2017

- Led the support team for high-traffic media services and owned incident response end to end.
- Built Splunk dashboards tracking latency, error rates, and throughput and configured alerts to surface problems before customers reported them.
- Improved mean time to recovery through operational tooling, runbooks, documentation, and training.

THEPLATFORM FOR MEDIA

Senior Support Engineer

Seattle, Washington
Jun 2014 - Sep 2015

- Deployed production services with Capistrano and later with Rundeck and TeamCity as the delivery platform evolved.

Application Support IV

May 2013 - Jun 2014

- Served as the final technical escalation before management for complex production issues, coordinating directly with managers and senior operational leaders during outages.
- Traced requests across microservices with Splunk and debugged API failures, timeouts, and data inconsistencies.

Application Support Engineer

May 2011 - May 2013

- Performed NOC duties for the deployment, health, and maintenance of roughly 2,700 production hosts across two data centers of approximately 1,500 and 1,200 hosts.

EDUCATION

LAKE WASHINGTON TECHNICAL COLLEGE - Associate in Computer Networking Security and Forensics

2007 - 2009