

ERNIE BRODEUR

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Senior Backend and Platform Engineer

PROFESSIONAL SUMMARY

Backend, product, and platform engineer with more than a decade across software development, cloud operations, production support, and technical leadership. Ships reliable products end to end and uses AI-assisted software development and coding agents for codebase analysis, implementation, testing, debugging, and documentation while retaining ownership of architecture and production quality.

TECHNICAL SKILLS

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

Languages & Backend: Ruby, Go, Python, JavaScript / TypeScript, React / Vite, Ruby on Rails, REST APIs, Microservices, Keycloak / OIDC, RSpec / Playwright / BDD / TDD

Product & SaaS: Stripe Billing / subscription lifecycle, Pricing / unit economics, First-party acquisition attribution, Product strategy / launch experiments, Consent-oriented onboarding

Data: PostgreSQL, MySQL, Redis, SQL query tuning, ORM optimization

Cloud & Delivery: AWS ECS / EC2 / ECR / RDS / S3 / Lambda, CloudWatch / IAM, Docker, GitHub Actions / CircleCI / Travis CI, TeamCity / Jenkins, Capistrano / Rundeck, Git workflows / code review

Observability: Splunk, Grafana, CloudWatch, APM / distributed request tracing, Prometheus / OpenTelemetry / Tempo, Dashboards / alerting

Systems & Operations: Linux administration, Bash / shell scripting, TCP/IP / DNS / HTTP(S) / VPN / SSL, Incident response / on-call, Root-cause analysis, High-availability architecture / disaster recovery, Runbooks / operational documentation

Leadership: Technical team leadership, Architecture and code review, Mentoring and training, Cross-functional incident coordination

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.
- Modeled four subscription tiers against Stripe and SMS costs, then implemented hosted Checkout and Billing Portal, plan changes, signed idempotent webhooks, SMS reload purchases, entitlements, and operator reconciliation.
- Built a durable check-in engine with timezone-aware recurrence, transactional notification queues, database leases, retries, staged escalation, acknowledgement, and resolution workflows.
- Deployed and operate the ARM64 AWS production stack with health-gated releases, validated deployment automation, rollback procedures, and end-to-end logging, metrics, tracing, and dashboards.
- Built Playwright end-to-end tests for Safety Ally's critical user workflows, complementing backend and integration coverage with browser-level release validation.

GOX LABS

Lead Backend Developer / Technical Team Lead

Remote
Dec 2022 - Sep 2024

- Migrated legacy services to AWS ECS and reduced infrastructure costs during a lean operating period.
- Set up CI/CD pipelines for automated testing and deployment.
- Upgraded Rails 5 to Rails 7 with zero downtime.
- Improved SQL query performance by 25 percent through query and ORM optimization.
- Expanded RSpec coverage with BDD/TDD practices and mentored engineers on Ruby and architecture.
- Instrumented services with logging and monitoring and debugged production issues across the Ruby/Rails stack.

PERSONAL LEAVE*Career Pause*Portland, Oregon
Aug 2019 - Nov 2022

- Took time away from formal employment, with plans to return disrupted by the COVID-19 pandemic. Resumed full-time engineering work in December 2022.

COMCAST TECHNOLOGY SOLUTIONS*Custom Solutions Manager*Remote
Jan 2017 - Aug 2019

- Built and open-sourced the MPX SDK (cts-mpx) and CI tooling in Ruby.
- 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.
- Built and open-sourced MPX ACI (cts-mpx-aci), a graph-aware transformation engine for migrating media configurations and dependencies between development and production environments.
- Eliminated daily help-desk work by fixing recurring system problems and simplifying operational workflows, removing the need for dedicated daily support coverage.
- Promoted from entry-level Application Support Engineer through senior and lead roles to Custom Solutions Manager.

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.
- Coordinated escalations between support and engineering teams.
- Led team troubleshooting of backend issues on high-traffic services.

THEPLATFORM FOR MEDIA*Senior Support Engineer*Seattle, Washington
Jun 2014 - Sep 2015

- Investigated media ingest, transcode, and publishing failures.
- Deployed production services with Capistrano and later with Rundeck and TeamCity as the delivery platform evolved.
- Performed root-cause analysis through log correlation and communicated directly with customers during outages.
- Handled escalations and on-call response for production media workflows.

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.
- Maintained production host health, participated in a 24/7 on-call rotation, and mentored newer engineers.

Application Support Engineer

May 2011 - May 2013

- Triageed and resolved production issues in a high-volume, ticket-driven environment.
- 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.
- Diagnosed production issues by scraping and correlating logs directly on hosts before centralized Splunk logging was available.
- Built deep system knowledge through break-fix work and high-volume incident handling.

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

2007 - 2009