

# Laurence Joseph Smith

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Grantham, Lincolnshire, NG31 6TA  
United Kingdom (Remote/Willing to discuss relocation)  
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## SUMMARY

Strong software engineer with 3+ years of Ruby and Ruby on Rails experience shipping production apps regularly. Track record of developer- and user-focused design for APIs, UIs, and customer experience. Broadly skilled, T-shaped engineer comfortable working anywhere on the stack, but with expertise in developer-facing interfaces and back-end systems.

People and project management experience in a fast-paced, growing startup environment, with 20 reports spanning multiple teams.

Especially proficient with Ruby, Python, and their associated standard web frameworks, as well as some of the smaller ones. Familiar with object-oriented, logic, functional, and procedural programming paradigms.

Exceptional customer service and support skills, excellent written communication. Adept at planning and managing projects through to completion.

## EDUCATION

*Diploma of Higher Education,*  
University of York, York, UK

October 2012 - April 2015

## TECHNOLOGY SKILLS

*Programming Languages:* Ruby, Python, Prolog, Java, C#, JavaScript, CoffeeScript, Lua, SQL.

*Web Backend Technologies:* Ruby on Rails, ActiveAdmin, Sinatra, Flask, Sidekiq, Redis, MySQL, Bottle.py, Django, SQLite.

*Web Frontend Technologies:* JQuery, Bootstrap3, Mustache, Node.js.

*Software Engineering:* Logic Programming, Version control, User Experience, Software Project Management.

*Software:* Atlassian Suite, Microsoft Office, Git, Vim, Tmux, Zsh, VirtualEnv, Brew, Salesforce, Mixpanel, Segment, Clearbit, Rubygems, PyPI/pip.

## EXPERIENCE

*Software Engineer*

March 2016 - Present

Eligible Inc, Remote, Full-time

- Major contributor in design and development of second iteration of cost estimate product, enhancing accuracy of estimates.
- Primary contributor on certain back-end components of the cost estimate product.
- Contributed to test suites for multiple products.
- Oversaw integration of upgraded components with the API server.
- Documentation of design decisions and technical documentation of software components and systems.

- Code reviewer on multiple projects.
- Mentored other engineers in areas of specialised knowledge, including routing, automated enrollment system, and cost estimate product.
- Internal and external support for systems built and worked on, ongoing maintenance for software projects.
- Development and maintenance of infrastructure notification, status, and logging services.
- Consulting on implementation of future API changes.
- Medium- and Long-Term maintenance of back-end production systems (Ruby, Sinatra, Ruby on Rails), some with very high code churn.
- Orchestrating large refactors of a mixed legacy/production codebase with a focus on predictable behaviour, maintainability, and conforming code to good design principles, while ensuring that client interface and observed behaviour remains unchanged.
- Working on occasional satellite projects required by product team with no dedicated in-house developer for required language (PHP, Python).
- Preparing a large legacy codebase for transplantation to a different framework.
- Redesign of systems based on new knowledge and business logic, force multipliers to allow less technical staff to take over management of certain business functions.

#### *Growth Lead*

November 2015 - March 2016

Eligible Inc, Remote, Full-time

- Management of 20-person cross-skilled team.
- Creation and formation of dedicated Growth team, formed from existing and new employees, ranging from Sales Representatives to Strategic Sales, as well as varied engineering resources allocated for a variety of customer needs.
- Lead charge in creating rigorous processes to ensure accountability and transparency (to later be automated), as well as overseeing and creating internal documentation to reduce on-boarding time for new hires to a minimum.
- Introduced Support Ticket Resolution process, decreasing support first answer average to under 12 hours and in many cases under 30 minutes, and beginning to measure customer satisfaction, which at time in position was 95%.
- Introduced Support Triage Process, creating a tiered support system to most effectively use available resources.
- Integration and configuration of Intercom chat application.
- Setup and configuration of Salesforce.
- Configuration, Customisation and Management of Zendesk.
- Integration of Clearbit with Zendesk and Salesforce.
- Management of Web to Lead project to allow more streamlined sign-ups from Eligible website into Sales system.
- Continued development and Maintenance of Proprietary Automated Enrollment System and accompanying scripting language.
- Management and Engineer on Segment and Mixpanel integration project for metric and interaction tracking and analysis.

*Growth Engineer* October 2015 - November 2015  
Eligible Inc, Remote, Full-time

- Design of systems for automating sales and on-boarding processes, training customer representatives in tools and acting as technical resource.
- Review product specs with customers and take opportunities from interest to sign-up.
- Support in live chat, email, support desk, and by phone.
- Lead development of on-boarding processes. Aided in development of sales and account management processes.
- Create internal project structures and templates acting as a precedent for projects in other teams.

*Software Engineer (Various Titles)* September 2013 - October 2015  
Eligible Inc, Remote, Part-time & Full-time (From June '15)

- Part time positions while attending University.
- Undertook work as API Design Engineer, Automation Engineer, and Support Software Engineer.
- Development of back-end API systems, API design and maintenance.
- Developed new errors specification for API.
- Initial work on Proprietary Automated Enrollment System and accompanying scripting language.
- Full-stack development in Ruby on Rails

*Research Intern* July 2013 - August 2013  
Department of Computer Science, University of York, York, UK, Full Time

- Design and development of computer vision algorithms for automatic processing of module feedback forms.

*Contractor* March 2013 - April 2013, June 2013  
Eligible Inc, Remote, Part-time

- Authorship of Eligible Python library.
- Ruby on Rails bugfixes and debugging.
- Test API server built with Python, bottle.py.

**REFERENCES** Contact information is available upon request.

*Tikhon Bernstam* Tech Angel Investor  
Former CEO & Cofounder (Parse)  
Former COO & Cofounder (Scribd)

*Oleksiy Kovyryn* Principal Engineer (Swifttype), Former CTO (Eligible)

*Muness Castle* Vice President of Engineering (Eligible)

*Jacqueline Adachi* Customer Success Guru (Shopify)