

Thomas Miller III

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SUMMARY

Developer and Teammate with over 8+ years of experience developing various applications, infrastructure, and APIs. A skilled software engineer, with a proven track record of leading cross-functional teams through the entire software development life cycle seeks a new role to contribute to the strategic advancement of internal production and deliver impactful results.

KEY COMPETENCIES

Languages	HTML, CSS/SASS/LESS, JavaScript/TypeScript, Java, GoLang, Python, C#
Web Development	React, Next.js, Tailwind CSS, Bootstrap, Context API, Redux, Zustand, Jest, Vite, Selenium, Storybook
API Development	Node.js, Express, Fiber, Gin, Django, Spring Boot, Headless CMS (Various), GraphQL
App Development	Ionic, Flutter, .NET, React Native, ThreeJS, Unity Engine, Unreal Engine
Infrastructure	Docker, Docker Swarm, Kubernetes, Serverless, Terraform, Level 4 & 7 Networking, HAProxy, Load Balancing, NGINX, Rate Limiting, API Gateways
Security	Authentication & Authorization, Identity Access Management, Keycloak, Okta, JWT Tokens With Rotation, Session Managment, Cookies, CORS & CSRF Protection, Role Based Access Control, Policy-Based Access Control
DevOps	Git, GitHub, Gitlab, Elastic Container Registry, JFrog Artifactory, Docker Hub, CI/CD, Github Actions, GitLab CI/CD, Jenkins, Circle CI, Fleet, Helm, Prometheus & Grafana, ELK Stack (Elasticsearch, Logstash, Kibana), Datadog, Splunk
Site Reliability Engineering	High Availability, Latency Optimization, Load Balancing, Auto-Scaling, Distributed Systems, Monitoring & Alerting, SLOs, Error Budget Tracking, Performance Reporting, Resource Optimization & Cost Managment, Infrastructure Performance Optimization
Testing	Unit Testing, Integration Testing, End-To-End Testing, Performance Testing, Security Testing, Deployment Testing, Test Reporting
Database Management & Optimization	Data Modeling & Schema Design, Database Normalization, Entity-Relationship (ER) Diagrams, Data Integrity & Constraints, PostgreSQL, MySQL, MongoDB, DynamoDB, Cassandra, Redis, RabbitMQ, Kafka, Indexing & Partitioning, Caching Strategies, Sharding Strategies, Data Partitioning & Distributed Databases, Scheduled Backups, Disaster Recovery Procedures
Software Architecture & Design	Monolithic vs. Microservices Architecture, Domain-Driven Design, Test-Driven Design, Event-Driven Architecture
Documentation & Knowledge Transfer	API Documentation (Swagger, Postman Collections), Code Documentation, Architecture Diagrams & Flowcharts (UML, Lucidchart), Requirements Documentation, System Design Specifications, Deployment & User Manuals, Docusaurus Wikis
Project Management & Collaboration	Agile & Scrum Methodologies, Spring Planning & Review, Stand-Ups & Retrospectives, Backlog Managment, Project Roadmaps & Timelines, Resource Allocation, Project Management Tools, Requirements Gathering & Analysis

WORK EXPERIENCE

BAAS Software **Senior Software Developer**

July 2022 - Present

As a engineer at BAAS Software, I played a key role in driving the company's success by overseeing the complete production and deployment cycle for custom software development projects. My ability to manage client relationships, team members, and project tasks effectively contributed to the launch of several full customer products that utilized a variety of technologies.

Accomplishments:

- **Developed Client-Centric Custom Software Solutions:** Established and optimized a comprehensive process for creating custom software, from initial requirements gathering to final implementation, achieving significant improvement in project delivery time and client satisfaction ratings.
- **Leadership in Team Management:** Led cross-functional teams of 6+ members through all stages of the software development lifecycle, including discovery, planning, and development. Ensured efficient workflows and high team morale, resulting in consistently meeting or exceeding project milestones.
- **Architected Cloud-Based Infrastructure:** Designed and implemented cloud infrastructures tailored to unique client requirements, enabling scalable and cost-effective deployments.
- **Comprehensive Documentation & Training:** Authored detailed project documentation and created training materials tailored for end-users and client teams, improving knowledge transfer and user onboarding efficiency.
- **Facilitated Efficient Project Wrap-Ups:** Led wrap-up sessions that captured key insights for future projects, reducing onboarding and setup times.
- **Full-Stack Development Expertise:** Delivered scalable full-stack solutions that improved system reliability and met client objectives, integrating frontend and backend technologies to achieve optimal user experiences.
- **DevOps & Site Reliability Engineering:** Collaborated closely with DevOps and SRE teams to enhance deployment pipelines, improve reliability, and minimize downtime, achieving a 99.9% uptime and cutting release times by 40%.
- **Designed and Built Custom Software Systems:** Led end-to-end development for custom software solutions, driving client outcomes and operational efficiency:
 - Engineered RETS/MLS integrations, enabling real-time property data updates across platforms.
 - Developed a CRM for pool operations and chemical management, automating order tracking and client communication.
 - Built an internal project management tool with advanced data reporting, reducing manual reporting time.
- **Orchestrated CI/CD Pipelines:** Streamlined software delivery by implementing CI/CD pipelines with GitHub Actions, reducing deployment times by 40% and minimizing downtime during updates.
- **Established DevOps Best Practices:** Proactively enhanced system observability with Prometheus, Grafana, and Kibana, reducing issue detection and resolution time.
- **Leveraged AWS Infrastructure for Performance Optimization:** Optimized application performance and deployment efficiency by utilizing AWS services (CodeDeploy, CodePipeline, Elastic Container Registry, and CodeBuild), reducing infrastructure costs.
- **Enhanced System Security Post-Incident:** Strengthened system security by implementing custom IAM policies for AWS users, eliminating unauthorized access vulnerabilities and achieving a 100% compliance rate with security audits.
- **Developed a Full-Stack Application:** Delivered a feature-rich Next.js 13+ application with a Go/Fiber API and PostgreSQL database, including a client-side website, admin portal, and API backend.
- **Deployed SSO for Web3 Crypto Wallet:** Configured and customized Single Sign-On (SSO) for a Web3 mobile crypto wallet to improve accessibility and security.
- **Implemented Advanced Identity and Access Management (IAM):** Implemented 2FA, OAuth 2.0, temporary codes, magic links, and SSO for other applications, improving system security and user convenience.

USAA

June 2020 - July 2022

Software Engineer - Platform Infrastructure

Consistently demonstrated a strong commitment to ensuring software quality and system reliability, contributing significantly to the team goals in delivering high-performing internal process applications.

Accomplishments:

- **Elevated Quality Standards as VP of Quality Engineering:** Was voted into a leadership position in the Quality Engineering group, which aimed to enhance software quality by introducing comprehensive testing frameworks, resulting in consistent delivery of high-caliber software products.
- **Optimized Spring Boot API Performance:** Directed the development and refinement of resilient Spring Boot APIs, achieving high availability and boosting system reliability to support critical business operations.
- **Advocated DevOps Principles for Operational Excellence:** Automated deployment pipelines, streamlined development workflows, and improved system monitoring, reducing downtime and enhancing overall stability.
- **Implemented Proactive SRE Practices:** Partnered with cross-functional teams to analyze system performance, address vulnerabilities, and introduce solutions that prevented potential failures.
- **Established Advanced Monitoring and Alerting Systems:** Deployed real-time monitoring tools to ensure rapid incident response, cutting resolution times by 40% and minimizing service disruptions.
- **Led Post-Incident Reviews for Continuous Improvement:** Played a critical role in incident analysis, identifying systemic issues, and driving long-term reliability improvements across key platforms.
- **Mentored Emerging Talent in Quality Engineering:** Guided junior engineers, fostering expertise in SRE and quality practices, and building a high-performing team committed to engineering excellence.
- **Shaped the Architecture of Scalable Systems:** Contributed to the design of robust, scalable systems aligned with SRE best practices, ensuring seamless growth and adaptability under high demand.

Web Plant Media

July 2019 - May 2020

Software Developer

Results-oriented Full Stack Developer with a specialization in WordPress installation environments and React component development for custom themes at Web Plant Media. Proficient in orchestrating seamless website migrations to AWS hosting infrastructure, while implementing robust monitoring, alerting, and logging solutions for optimized performance and reliability.

Accomplishments:

- **Crafted Customized WordPress Themes:** Led the creation of unique and custom WordPress themes with pixel-perfect designs and flawless functionality, exceeding diverse client expectations and delivering standout digital experiences.
- **Enhanced User Engagement with React Features:** Built dynamic and interactive components using React, significantly improving website functionality and driving higher user satisfaction.
- **Streamlined Hosting with AWS Migration:** Migrated client websites to AWS, improving load times, reliability, and security while cutting hosting costs, ensuring long-term scalability.
- **Deployed Advanced Monitoring Systems:** Introduced real-time performance tracking and alerting solutions, enabling immediate issue detection and maintaining uninterrupted service delivery.
- **Implemented Actionable Logging Systems:** Designed robust logging frameworks to analyze user behavior and system metrics, empowering data-driven enhancements and operational insights.
- **Prepared for Continuity with Disaster Recovery Plans:** Developed and tested recovery strategies to ensure minimal downtime during disruptions, safeguarding client operations and maintaining trust.
- **Fostered Strong Client Collaboration:** Maintained clear, consistent communication throughout projects to address unique requirements and deliver tailored solutions effectively.
- **Maximized Performance and Security:** Optimized website speed, SEO, and data protection, producing secure, high-performing sites that consistently met and surpassed client objectives.

Caprock Custom Apps

February 2017 - July 2018

Junior Software Developer

As a Software Developer at Caprock Custom Apps, I played a crucial role in designing, developing, and deploying innovative mobile applications. Our primary tech stack included Angular and Ionic for frontend development, and Node.js with Express for the backend. These applications were successfully launched on various app stores, delivering exceptional value to clients and end-users.

Accomplishments:

- **Engineered User-Friendly Mobile Applications:** Led the development of intuitive mobile apps, improving user engagement and retention by delivering seamless functionality through Angular and Ionic.
- **Facilitated Clear Project Requirements:** Collaborated with cross-functional teams to define and refine project requirements, successfully preparing plans for custom solutions that met client expectations and delivered measurable business value.
- **Enhanced Backend Performance:** Optimized application performance and scalability by streamlining backend processes in Node.js/Express, reducing response times by up to 30% for key application features.
- **End-to-End Development Lifecycle:** Contributed to every phase of the software development lifecycle to ensure timely delivery of robust and scalable applications that met client deadlines.
- **Implemented Scalable Codebase Practices:** Improved long-term maintainability by adhering to best practices, reducing technical debt and debugging time.
- **Seamlessly Deployed Applications to App Stores:** Delivered multiple mobile applications to app stores, ensuring compliance with all standards and requirements, resulting in smooth, timely launches.
- **Provided Post-Deployment Support:** Delivered comprehensive technical support post-launch, addressing client needs and securing long-term relationships, evidenced by repeat project requests.

AWARDS

USAA 2022

Vice President - DevOps & SRE Society

Was voted by my colleagues and peers to serve as Vice President of the DevOps & SRE Society. This group focused on bringing tools, techniques, and knowledge to other departments about the importance of modern deployment practices.

EDUCATION

Texas Tech University - Rawls College of Business

Bachelor's of Business Administration - Information Technology

Concentration in Application Development

Fall 2015 - Spring 2020