Thomas Miller III

www.tm3.bio

hello@tm3.bio
+1 (972) 795 - 9884

SUMMARY

Developer, Communicator and Teammate with over 8+ years of experience developing various applications and APIs. Well experienced in all aspects of software development, and working with both teammates and clients to achieve their goals.

A skilled software engineer with a passion for engineering ideas to life, and a proven track record of leading cross-functional teams through the entire software development life cycle seeks a new engineering 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
Front-End development	React, Next.js, Tailwind CSS, Bootstrap, Context API, Redux, Zustand, Jest, Vite, Selenium, Storybook
Back-End development	Node.js, Express, Fiber, Gin, Django, Spring Boot, Headless CMS (Various), GraphQL
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, Keycloack, 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, Disater 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 up to a 20% 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. Reduced operational costs by an average of 15% through optimized cloud configurations.
- **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 by 30%.
- **Facilitated Efficient Project Wrap-Ups**: Led wrap-up sessions that captured key insights for future projects, reducing onboarding and setup times by up to 25% for similar projects.
- **Full-Stack Development Expertise**: Demonstrated proficiency across full-stack technologies, bridging frontend and backend requirements to ensure cohesive, robust solutions that align with client goals.
- **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:** Assumed leadership in system architecture design and managed a team to successfully build custom software for paid clients, including:
  - RETS/MLS custom integrations
  - Pool operation, order, delivery, and chemical management CRM for automated communication and outreach
  - Internal project management application with data reporting
- **Orchestrated CI/CD Pipelines:** Built robust Continuous Integration/Continuous Deployment (CI/CD) pipelines using GitHub Actions and other tools for efficient software delivery.
- **Established DevOps Best Practices**: Implemented comprehensive monitoring and alerting solutions with Prometheus, Grafana, Kibana, and AWS technologies like CloudWatch, ensuring proactive issue identification.
- **Leveraged AWS Infrastructure for Performance Optimization:** Utilized AWS components such as CodeDeploy, CodePipeline, Elastic Container Registry, and CodeBuild to optimize system performance.
- **Enhanced System Security Post-Incident**: Designed and implemented IAM policies for AWS users to strengthen security after a security incident.
- **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:

- **Orchestrated Quality Standards as VP of Quality Engineering Organization:** Led initiatives to ensure the highest quality standards in software development by introducing comprehensive testing strategies and enhancing the overall quality of software deliverables.
- **Developed and Optimized Spring Boot APIs:** Led and participated in the development and maintenance of Spring Boot APIs, optimizing performance and resilience to meet high availability and reliability standards.
- **Championed DevOps Principles and Practices:** Automated deployment processes, streamlined development workflows, and enhanced system monitoring, resulting in significant reductions in downtime and increased system stability.
- **Implemented Site Reliability Engineering (SRE) Practices:** Collaborated with cross-functional teams to analyze system performance, identify vulnerabilities, and implement proactive solutions to address potential issues.
- **Deployed Comprehensive Monitoring and Alerting Systems:** Implemented a monitoring and alerting system to ensure rapid incident response, minimizing service disruptions and improving system reliability.
- **Key Role in Incident Management and Resolution:** Actively participated in post-incident reviews, identifying areas for continuous improvement and ensuring long-term reliability enhancements.
- **Mentored and Trained Junior Engineers:** Fostered a culture of excellence in quality engineering and SRE by mentoring and training junior engineers within the organization.
- **Contributed to the Design and Architecture of Critical Systems:** Played a significant role in designing and evolving critical systems aligned with SRE best practices, ensuring scalability and robustness.

Web Plant Media

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:

- **Created Highly Tailored WordPress Themes:** Spearheaded the development of custom WordPress themes, delivering pixel-perfect designs and seamless functionality that met diverse client requirements and surpassed expectations.
- **Enhanced Interactivity Through React Component Development:** Developed dynamic, user-friendly features using React, improving website interactivity and engagement, and resulting in increased visitor satisfaction.
- **Migrated Websites to AWS Hosting:** Successfully transitioned all client websites to AWS hosting infrastructure, boosting speed, reliability, and security while reducing hosting-related expenses.
- **Implemented Advanced Monitoring and Alerting Systems:** Established systems to continuously track website performance, enabling instant issue detection and resolution to ensure uninterrupted service for clients.
- **Established Robust Logging Practices:** Designed logging solutions that provided valuable insights into user behavior and system performance, enabling data-driven decision-making and strategic improvements.
- **Developed Comprehensive Disaster Recovery Plans:** Formulated plans to ensure minimal downtime during unforeseen incidents, delivering uninterrupted service to clients even in challenging circumstances.
- **Maintained Active Client Communication:** Ensured unique client needs were met at every project stage through productive communication during development and migration processes.
- **Optimized Website Performance and Security:** Sought innovative solutions to technical challenges, including optimizing loading times, enhancing SEO performance, and improving user data security, resulting in consistently outstanding web solutions.

Caprock Custom Apps

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:

- **Developed User-Friendly Mobile Applications:** Led the development of cutting-edge mobile applications using Angular and Ionic, ensuring a seamless and engaging user experience.
- **Collaborated on Project Requirements Gathering:** Worked closely with cross-functional teams to gather and refine project requirements, delivering customized, high-quality solutions that met client needs.
- **Optimized Node.js/Express Backend Performance:** Contributed to backend development, enhancing the performance, security, and scalability of applications through effective Node.js/Express implementation.
- **Contributed Across the Entire Development Lifecycle:** Played an active role in the complete software development lifecycle, from initial concept to deployment, ensuring projects were delivered on time.
- **Implemented Codebase Improvements and Best Practices:** Continuously improved the codebase by adhering to best practices, reducing maintenance requirements, and enhancing overall application performance.
- **Successfully Launched Applications on App Stores:** Deployed multiple applications on app stores, ensuring they met all necessary standards and requirements for smooth launches.
- **Provided Technical Support and Client Assistance:** Offered technical support during deployment and maintenance phases, fostering strong and lasting client relationships.

AWARDS

USAA 2022

Vice President - DevOps & SRE Society

Was voted by my collegues 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