Mark Hildreth
50 Holy Family Rd, #101
Holyoke, MA 01040
(413) 388-8248
mark.k.hildreth@gmail.com

Skill and Experience Summary
Technologies: Rust, Python, Node, Ruby, C#, Node, Javascript, HTML/CSS
Databases: PostgreSQL, MongoDB, Redshift
Cloud: AWS (SQS, EC2, S3, RDS), GCP (PubSub, Cloud SQL, Operations)
Web Frontend: HTML, CSS, Javascript. With (and without) frameworks like React, Svelte, Tailwind
Misc: Linux, REST, GraphQL, Docker, Kubernetes, Nomad, Consul, Vault
Roles: Developer, Tech Lead, Team Lead, Project Manager
Hobby Development: Embedded Development, Graphics/Game Programming

Backend Engineer, *Deepgram, October 2020 - April 2022*
Designed and implemented a system comparing Deepgram's primary ASR offering against our competitors. The results challenged assumptions of our quality and led to a company-wide refocusing of goals to rectify shortcomings.

Took over as informal leader of the effort to finish the deployment of "Deepgram Console", a company-wide initiative. This included managing and communicating progress, formalizing and documenting deployment procedures, and remediating quality and performance issues.

Software Senior Developer / Dev Team Lead, *StickerMule November 2017 - February 2019*
Lead a fully remote team spanning multiple countries/time zones to automate the printing of StickerMule's primary products. The software produced optimized queueing, batching and delivering of jobs to printers while giving machine operators full access to job history and progress. Within six months after starting development, the system was responsible for handling 88% of all StickerMule orders, with plans to expand it to more products.

This team was the test bed for many new technologies and patterns being deployed to better isolate the various StickerMule services, including the use of GraphQL, PubSub, gRPC, and various GCP monitoring tools.

Software Developer, *Fiksu/Meed Mobile April 2014 - March 2017*
Implemented a RESTful backend for the Plunder League app, which was successfully released on an accelerated schedule. Designed, planned and implemented new features while continuing reverse-compatibility with older API versions.

Improved data pipeline that handled batching events of over 5000 events per second into a Redshift database for aggregation, reducing an existing system of 24 hours to ship events to frontend APIs down to 6 hours.

Lead Architect, *Mobius Works February 2009 - April 2014*
Architected and developed a suite of software products (C#, Python, Flask, HTML/CSS, MySQL, AJAX, 3rd party integration) supporting integration between ConnectWise and various accounting software. During my tenure of this role, Mobius Works became the primary integration developer for ConnectWise, and the primary resource for ConnectWise customers seeking custom integration development.

Education, *Western New England University (formerly Western New England College)*
Bachelor of Computer Science (2006)
Springfield, Massachusetts