

# ERNIE BRODEUR

Portland, Oregon | (253) 328-0328 | [ebrodeur@ujami.net](mailto:ebrodeur@ujami.net) | LinkedIn | GitHub

*Senior Backend and Platform Engineer*

## PROFESSIONAL SUMMARY

---

Backend and platform engineer with more than a decade working across software development, cloud operations, production support, and technical leadership. Builds reliable systems, automates repetitive work, improves observability, and owns incidents from first signal through durable fix.

## TECHNICAL SKILLS

---

**Languages & Backend:** Ruby, Go, Python, JavaScript / TypeScript, Ruby on Rails, REST APIs, Microservices, RSpec / BDD / TDD

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

**Cloud & Delivery:** AWS ECS / EC2 / S3 / Lambda, CloudWatch / IAM, Docker, GitHub Actions / CircleCI, TeamCity / Jenkins, Git workflows / code review

**Observability:** Splunk, Grafana, CloudWatch, APM / distributed request tracing with Splunk, Dashboards / alerting

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

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

## PROFESSIONAL EXPERIENCE

---

### INDEPENDENT DEVELOPMENT

*Backend Developer / DevOps*

Remote  
Oct 2024 - Present

- Build tools in Ruby, Python, Go, JavaScript, and TypeScript for independent and client work.
- Released MCP-Grep, a Python search tool, as open source.
- Tune databases and build API integrations for client systems.

### 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.

### COMCAST TECHNOLOGY SOLUTIONS

*Software Developer - Backend*

Remote  
Jan 2017 - Aug 2019

- Built the MPX SDK and CI tooling in Ruby; the SDK was later released as open source.
- Automated a deployment pipeline, reducing the cycle from six hours to one minute and saving approximately \$300,000 per year.
- Built an RSpec suite with near-100 percent coverage plus Splunk dashboards for production monitoring and alerts.
- Created a transformation engine for cross-account media migration with graph-based dependency resolution.
- Built internal tools used by support teams to diagnose and operate production applications.

### COMCAST TECHNOLOGY SOLUTIONS

*Technical Support Lead*

Remote  
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

*Application Support IV*

Seattle, Washington  
Jun 2014 - Sep 2015

- Served as the escalation point for complex production issues across distributed media services.
- 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.

**THEPLATFORM FOR MEDIA***Senior Support Engineer*

Seattle, Washington

May 2013 - Jun 2014

- Investigated media ingest, transcode, and publishing failures.
- Performed root-cause analysis through log correlation and communicated directly with customers during outages.
- Handled escalations and on-call response for production media workflows.

**THEPLATFORM FOR MEDIA***Application Support Engineer*

Seattle, Washington

May 2011 - May 2013

- Triaged and resolved production issues in a high-volume, ticket-driven environment.
- Monitored system health, identified anomalies, and coordinated infrastructure issues with operations teams.
- Built deep system knowledge through break-fix work and high-volume incident handling.

**SELECTED PROJECTS**

---

**MCP-Grep**

Open-source Python search tool.

**Ruby-Beautify**

Ruby formatting tool with more than 140 GitHub stars and releases for multiple Ruby environments.

**Comcast MPX SDK**

Ruby gems and deployment tooling for MPX platform integration and cross-account media migration.

**EDUCATION & RECOGNITION**

---

**LAKE WASHINGTON TECHNICAL COLLEGE**

2007 - 2009

*Associate in Computer Networking Security and Forensics***Comcast Starr Award**, Feb 2018 - Awarded for an automated deployment system that reduced labor costs by approximately \$300,000 per year.