**Alan MacDougall**

**414-238-4246 ∙ Brooklyn, NY**

[**alanmacdougall@gmail.com**](mailto:alanmacdougall@gmail.com) **⸱** [**linkedin.com/in/alan-macdougall/**](https://www.linkedin.com/in/alan-macdougall/)

[**alanmacdougall.com**](http://www.alanmacdougall.com) **⸱** [**github.com/amacdougall**](http://www.github.com/amacdougall)

**Experienced Software Engineer and Team Leader** with expertise in **writing simple, future-proof code to solve complex problems**, **reworking legacy systems** with modern technology, and **hiring**, **managing,** and **mentoring developers** of all levels, from junior to staff.

See https://alanmacdougall.com for detailed information.

**RELEVANT EXPERIENCE**

**Narvar**

***Senior Engineering Manager*** Jun 2023-present

Leading a team of five developers responsible for Narvar's reverse logistics product for Shopify. Large surface area, from complex refund calculations to dozens of carrier integrations. Shipped code, guided technical work.

* Reached across teams to rework a chaotic and failing ticket prioritization process, improving time to resolution by 50% and reducing status update requests by 90%.
* Repeatedly delivered high-urgency CEO-driven projects precisely on schedule.
* Hired and worked across time zones and continents to manage a distributed team.

**SurveyMonkey**

***Engineering Manager*** 2019-2023

***Senior Developer, Full Stack (GetFeedback)*** 2018-2019

Promoted to manager on the GetFeedback product after SurveyMonkey acquired GetFeedback. Hired and led developers to deliver innovative solutions that provided immediate business value during complex post-acquisition period. Shipped code, provided technical guidance, and mentored junior developers.

* Architected new Salesforce integration microservice that ran within existing Kafka-based microservice architecture, unifying recent acquisitions GetFeedback and Usabilla.
* Built the foundation of a post-acquisition tech ecosystem by leading development of a contact database for survey response attribution, and a highly requested Zendesk integration.

**Paperless Post**

***Senior Developer, Full Stack*** 2011-2017

Built complex design tool powered by embeddable canvas-based JavaScript module at center of entire system, powering desktop web, mobile web, native mobile apps, and server-side renderer. Acted as core contributor as company scaled from 30 employees to 150. Introduced React.js to the company when the framework was new.

**PROFESSIONAL ACTIVITIES**

*Education:* Bachelor of Fine Arts, Millikin University

*Skills:* Full-stack Web Development, REST APIs, Application Architecture, Agile Methodologies, Scrum, Software Development Lifecycle Management

*Tools:* JavaScript/TypeScript (React.js, Redux), Ruby (Rails, REST APIs, scripting), SQL (Query composition and optimization), MongoDB, GraphQL, Python, Docker, ActionScript, Java, C#, PHP ...still reading? Clojure and ClojureScript too!