

ALAN MACDOUGALL

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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!