

# THOMAS LOVETT

---

tklovett@gmail.com  
(503) 536-3884  
github.com/tklovett

**Specialties:** backend, APIs, reliability, and delivery

**Languages:** Java & Spring, Python, Rust, Bash, Javascript, SQL

**Technologies:** Docker, Elasticsearch, Git, Grafana, GraphQL, Graylog, Kubernetes, Postgres, Prometheus, Redis, REST, SOPS, Terraform

**Services:** AWS, BitBucket, GitHub, GitLab, Sentry

**Tech Skills:** on-call, diagnostics, debugging, design, documentation, security, SLIs & SLOs, testing

**Soft Skills:** collaboration, communication, interviewing, mentorship, research

## EXPERIENCE

### Gap Year, Austin, TX

Apr 2021 – present (10+ months)

After the worst of COVID lockdowns, I decided to take an extended break from work to visit family & friends, reset, recharge, and pursue hobbies.

- Learning browser internals via a new [Web Browser Engineering](#) interactive textbook
- Exploring 35mm film photography, improving my bouldering & climbing, reading, etc.

### Site Reliability Engineering, RetailMeNot, Austin, TX

Staff Software Engineer Sep 2020 – Apr 2021 (7 months)

Senior Software Engineer Jan 2018 – Aug 2020 (2 years, 8 mo)

Reduced engineering operational costs by over 50% with a new production runtime and monitoring platform, while simultaneously improving go-to-market speed and production reliability.

- Prototyped, architected, implemented, and supported teams' adoption of a new, multi-tenant, full-service **AWS Elastic Kubernetes** runtime.
- Collaboratively designed and implemented the network topology, server pools, storage layer, and RBAC controls
- Implemented **Fluentd** log shipping to **Graylog**, centralized **Prometheus** metric scraping, **Grafana** metric visualizations, and **AlertManager** → **PagerDuty** critical alerting.
- Served on a 24/7 **on-call** rotation to maintain uptime for our teams, using metrics and logs to diagnose problems and proactively notify teams of potential issues.
- Built **GitLab Pipelines** for continuous integration and automated delivery for multiple languages and patterns.
- Built **Helm Charts** and used **Helmfile** for other teams to declaratively deploy code
- Used **Terraform** to provision AWS cloud resources.
- Used **SOPS** to manage application secrets in **Git**, encrypted using **AWS KMS Keys**.

Performed **build vs. buy analysis** to select a new log aggregation solution for the organization.

- Analyzed cost, risk, and features of available SaaS products, self-hosted OSS products, and our existing solution
- Presented to and consulted team, management, and users for iterative feedback
- Prototyped and demo'd self-hosted Graylog on Kubernetes

Helped shape team processes and workflow.

- Used aspects of **Kanban** workflow for managing multiple work streams
- Created processes for accepting interrupts from supported teams and prioritizing them amongst scheduled work
- Developed on-call responsibilities, schedule, and on-boarding process.

### Product Development Teams, RetailMeNot

Software Engineer II Jul 2015 – Dec 2017 (2 years, 6 mo)

- Architected and implemented production runtimes in **AWS Elastic Beanstalk**. Implementations included: ECR, ECS, ELB, CloudWatch, CloudFormation, RDS, Route53, S3, and SQS.
- Designed and built **REST APIs** and clients in **Java** with **Spring** and **Python** for gift card purchase workflows, card-linked offers, and member data. Utilized the **12-Factor App** methodology.
- Contributed to the initial development of a **GraphQL** API in **Java** for member profile data. Helped design the data graph, build clients, and implement callers. Contributed bug reports and commits to the open source libraries we used.
- Implemented gift card purchase UI/UX in an existing **Android** app.
- Created reusable libraries and **Spring Boot** Starters to eliminate redundant complexity across the organization.
- Used **SQS message queues** for asynchronous, scalable task processing
- Researched and designed implementation paths for **3rd party integrations**, with a focus on reliability through error handling, idempotency, retries, and graceful fallbacks.
- Helped shape the team's **Agile** workflow for more efficient and enjoyable feature delivery
- Worked across team, domain, and technology boundaries to deliver new products and features.

Software Engineer I Aug 2014 – Jun 2015 (11 months)

- Contributed to **PHP** server-side rendering systems for the website
- Contributed to **REST APIs** in **Java** with **Spring** for in-store offer management, publishing, and display.
- Implemented **SQL** queries for data retrieval and storage
- Used aspects of **Agile** workflow to deliver features for both internal and external users, in an environment with often-changing requirements and priorities.
- Used Atlassian suite of development tools, including **BitBucket** and **JIRA**
- Translated product requirements and design mockups into production code

### EDUCATION

University of Michigan – Ann Arbor, MI

B.S.E. Computer Science '14