Mercedes Bernard

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Chicago, IL

As an engineer, I bring a unique blend of technical knowledge, non-technical language, and compassion to all of my projects. My stakeholders and team consistently report feeling empowered, comfortable, and heard.

As a leader, I care deeply about my team health and feedback culture. I strive to foster an environment where each individual's unique set of strengths and ideas have space to grow and better the organization.

I am exclusively welcoming remote opportunities.

Education

DePaul University
Summa Cum Laude
B.Sc. in Computer Science
Minor in American Sign Language Studies

Technology & Tools

Languages
Ruby, Javascript, HTML, CSS, SQL

Server Frameworks
Rails, Node, ASP.Net, Entity Framework

Client Frameworks
React, Vue, Tailwind CSS

Databases and Database Tools
Postgres, MySQL, SSMS, noSQL, Couchbase

Other/Misc
Git, RabbitMQ, Contentful, EpiServer

✳ Experience

Staff Software Engineer │ ConvertKit — April 2023 – *Present*

- Support platform stability of distributed system responsible for sending over 2.5B emails/month
- Designed and built new version of public-facing API prioritizing API standards, performance, and scale to enable third-party developers to build apps and plug-ins for the platform
- Created CI workflow to autogenerate OpenAPI specification and user-facing documentation from developer test suite to eliminate developer time spent maintaining documentation
- Migrated microservice responsible for processing 2 billion email opens and link clicks per month to use time-based Elasticsearch (ES) indices with zero downtime and data loss. This enables future data-retention policies and zero downtime ES upgrades.
- Developed extensible authorization layer for managing multiple access control models (RBAC, ABAC, RuBAC) used throughout the system (frontend, backend, and distributed workers)
- Architected and implemented custom Sidekiq middleware for rerouting, pausing, and dropping problematic jobs based on partial arg matching.

Principal Software Engineer │ Cloud City Development — May 2021 – March 2023

- Implemented challenge-response test using new Private Access Token protocol, hcaptcha verification, and rate limiting to prevent bot and malicious traffic for RubyGems.
- Led team of globally distributed developers to build commerce compliance platform using Rails 6, Stimulus, Turbo.
- Led development effort for replatform of customer-facing dashboard from AngularJS to Vue3.
- Coached frontend team on web accessibility best practices and built keyboard-accessible, reusable datepicker and dropdown components ready to be open-sourced by client.
- Architected incremental refactor of multi-lambda PDF rendering system with added layer of abstraction to protect from upstream regressions and breaking changes.

Engineering Manager / VP │ Tandem *(formerly DevMynd)* — Mar 2019 – May 2021

- Balanced software development responsibilities 50/50 with management responsibilities.
- Ensured on-time, on-budget delivery for our projects by identifying and mitigating complex project and team risks; serve as escalation point and ultimate decision-maker in these cases.
- Coached team on client engagement, consulting, and technical decision-making skills.

Principal Software Engineer │ Tandem *(formerly DevMynd)* — Dec 2017 – Feb 2021

- Led 8 person development team building custom Rails, React, GraphQL application for large government client to replace 65+ on-premise deployments of legacy application.
- Upgraded legacy Rails application from 4.2.7.1 to 5.2 and optimize performance of database queries to be able to effectively scale and support revenue targets.
- Collaborated with design lead and product owner to set feature roadmap and determine priority and timeline for dependent and intersecting features.

.NET Developer │ Chamberlain Group — June 2017 – Dec 2017

- Developed and maintained message-oriented middleware system for IOT devices.
- Refactored monolithic service into 20+ microservices for device communication to simplify maintenance, code dependencies, and downstream event management.

For a full resume of past experience, please visit mercedesbernard.com/resume

🎤 Speaking

I enjoy speaking about topics at the intersection of technology, coaching, and communication.

Come On In! — Rails Conf 2022

Trust At Scale — CTO Summit 2022

Coaching Through Coding — Ruby Conf 2020

Individualizing Your Management — CTO Summit 2019

For a full resume of past speaking engagements, please visit mercedesbernard.com/speaking