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# JOE PARAVISINI

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## WORK EXPERIENCE

### VIRGIN PULSE, INC.

Director of Software Engineering | Nov, 2018 – Current

In late 2018, I created the Virgin Pulse "Platform Excellence" engineering division focused on evaluating and improving the post-production quality of our wellness platform. This massive change involved absorbing Tier 2, developing a Tier 3 team, a sustaining engineering team, and a Site Reliability Engineering team. Tier 2's escalation time decreased 99% within 2 months. Tier 3's MTTR for incidents decreased by over 50%. SRE added the first 24/7 global on-call rotation for infrastructure issues across hundreds of servers. Though incoming ticket volume increased by over 250%, the sophisticated response workflow developed allowed us to gracefully meet the new demands while continuing to improve user satisfaction. Finally, major improvements to staffing and onboarding processes have resulted in a wildly successful global internship program resulting in the highest full-time hire rate in the company's history.

### VIRGIN PULSE, INC.

Software Engineering Manager | Feb, 2016 – Nov, 2018

Played the primary engineering management role through the integration process after Virgin Pulse acquired ShapeUp. Simultaneously coordinated the training and transition of over a dozen engineers to a new stack (LAMP > Java) while operationalizing the ShapeUp platform to ensure the existing clients could remain on our legacy platform for over a year and a half without engineering intervention. When the platform hit its highest user engagement numbers in its history, our incident rate plummeted almost 50% even with a 90% reduction in resourcing.

### SHAPEUP, INC.

Manager of Sustaining Engineering | Jan, 2015 – Feb, 2016

To support our swelling, yet aging platform, I built and staffed a Sustaining Engineering team. Sustaining Engineering focused on resolving reliability and scalability issues, developing custom features for client requests, and eliminating operational toil. This team played a critical role in our organization by taking a key role in stabilizing the platform while freeing up the rest of the R&D group. I also began taking a liaison role between clients and engineering for critical issues and implementations.

### SHAPEUP, INC.

Senior Software Developer | Apr, 2014 – Jan, 2015

When I moved into the Senior role, I took a key role in several critical projects. One was building out a self-service model featuring bulk admin tools and an email marketing system. When this was complete, a single account manager was able to sell and oversee the implementation and ongoing management of over a thousand small businesses. Another was developing a thorough onboarding and mentorship process for all new developers as we expanded our teams.

### SHAPEUP, INC.

Software Developer | Jul, 2011 – Apr, 2014

As a Software Developer at ShapeUp, I contributed to myriad features on our SaaS wellness-focused social platform on a LAMP stack. Drove a key project to migrate from a fragile SVN/rsync release process to a Git-flow inspired deployment process. This blossomed into a release portal that automated business-wide communications, and led to rapid and predictable production releases. Designed an admin portal and process for automatically ordering and integrating custom translations for all platform content across 22 languages. This automated system directly saved our business \$100k's each year after going live.

### NUMARK

Web Developer | Nov, 2009 – Jul, 2011

DevOps and Software Development for all brand e-commerce stores (Numark, Alesis, AkaiPro, ION Audio, Alto Professional, MixMeister). Implemented version control, ticket tracking systems, development environments, and automated build pipelines. Migrated several of the brands to cloud solutions, lowering infrastructure costs by over 40%. Developed custom app to manage the company's product development process from engineering, to press releases, to final website product copy.

## ADP DEALER SERVICES

Systems Analyst II | Jan, 2007 – Oct, 2009

I built, deployed, and maintained numerous physical servers and services with a bootstrapper's budget. To meet our critical performance needs, everything was expertly tuned and compiled from source. I regularly captained the releases for our API servicing 1+ million unique requests per month.

## ADP DEALER SERVICES (FORMERLY BZ RESULTS)

Web Design Specialist II | Jun, 2005 – Jan, 2007

As an AS 2.0 developer, I built dozens of modules and customizable templates powered by a Java/XML backend. I also built out a knowledge base for our teams to store and share code snippets and tips. Owned an interactive sales presentation featuring staged versions of our application.

## SKILLS

AWS

PHP

Python

Javascript

SQL

 Solutions Architect - Associate