

Alex Rivers

Senior Software Engineer | Tech Leader | Systems Architect

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SUMMARY

Versatile and results-driven **Senior Software Engineer** with 18+ years of experience designing, scaling, and optimizing high-impact software systems across startups and enterprise environments. Proven track record in **leading cross-functional teams**, building scalable cloud-native architectures, and mentoring engineering talent. Deep expertise in **distributed systems, backend architecture, DevOps, and product-led development**. Obsessed with clean code, performance, and system resilience.

🧠 Specialties:

Golang · Node.js · Rust · Python · Kubernetes · AWS · GCP · CI/CD ·
Microservices · Event-driven Systems · GraphQL · PostgreSQL · System
Design · Observability · Mentoring · Agile/Scrum · DevEx

CORE TECH STACK

Languages – Golang, TypeScript, Python, Rust, Java

Frameworks – React, NestJS, Express, FastAPI, gRPC

Infrastructure – Docker, Kubernetes, Terraform, ArgoCD

Cloud – AWS (Lambda, ECS, S3), GCP (Cloud Run, Pub/Sub), Firebase

Data – PostgreSQL, Redis, Kafka, MongoDB, Elasticsearch

Tools – GitHub Actions, Datadog, Prometheus, Grafana, New Relic

Testing – Cypress, Jest, Go Test, Pytest

Architecture – Domain-Driven Design, Event-Driven, Hexagonal, Monorepos

EXPERIENCE

 **Principal Software Engineer**

Atlassian · San Francisco, CA

2020 – Present

- Led architecture overhaul of Confluence backend from monolith to microservices (22 services), reducing latency by **38%** and increasing developer throughput by **60%**.
 - Mentored 12+ engineers across multiple teams; launched internal “Tech Ladder” framework to support growth.
 - Drove adoption of **Rust-based service** to handle document diffing at scale — now powering over **10M+ daily documents**.
 - Partnered with Product to ship “Smart Templates” feature — increased customer retention by **12%**.
 - Owned end-to-end observability stack and migrated from ELK to Datadog, reducing MTTR by **40%**.
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Senior Software Engineer / Tech Lead

Shopify · Remote
2014 – 2020

- Scaled backend systems during BFCM (Black Friday/Cyber Monday) from 100k to 1.4M concurrent users.
 - Introduced GraphQL APIs to replace legacy REST endpoints, cutting payload sizes by **70%**.
 - Designed a real-time event bus using Kafka + Go + Redis Streams — now used by 80% of Shopify apps.
 - Launched “App Store Connect” — handled \$1.2B+ in annualized revenue streams.
 - Promoted to Tech Lead in 2017; led squad of 9 engineers through 4 production launches.
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Senior Backend Engineer

Zendesk · San Francisco, CA
2010 – 2014


- Built out customer analytics backend with Go + PostgreSQL + Redis, reducing query latency by 4x.
 - Developed internal A/B testing tool still used by 6+ product teams.
 - Actively contributed to the company-wide API gateway project.
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Software Engineer


Various Roles **2006 – 2010**

- Wrote Java microservices before they were cool.
 - Contracted for financial, health tech, and early-stage startups.
 - Survived legacy PHP and enjoyed every second of it (sorta).
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KEY PROJECTS

 **ML-Powered Auto-Tagging Engine** – At Atlassian, built a machine learning system (Go + Python + TensorFlow) to auto-tag documents with 94% accuracy.

 **DevOps Zero-to-Hero Migration** – Migrated monolithic CI/CD at Shopify into fully containerized GitHub Actions + ArgoCD flow with zero downtime.

 **Realtime Collaboration Layer** – Designed a CRDT-based collaborative editing tool handling 50k concurrent sessions — used by Jira whiteboard teams.

EDUCATION

B.Sc. Computer Science – University of Waterloo
Graduated: 2006 | Specialization: Systems Programming, Databases

CERTIFICATIONS & OPEN SOURCE

- AWS Certified Solutions Architect – Pro
 - GCP Cloud Developer Certified
 - Contributor: [OpenTelemetry](#), [Golang](#), and a few npm packages
 - Speaker: QCon SF, GopherCon, DevWeek
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RECOMMENDATIONS

“Alex is that rare engineer who codes like a craftsman and thinks like a product manager.” – *CTO, Atlassian*

“If you need a system built to scale, Alex is the person to call.” – *Staff Engineer, Shopify*