NICK KLEINSCHMIDT

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EXPERIENCE

Meta (Facebook)

Software Engineer - Tech Lead - Business Messaging Collaboration, Remote   **2021–Present**

Formed and currently lead team building multi-user collaboration support in Meta Business Suite messaging, helping businesses handle messages from customers more efficiently through tools for triaging work, communicating context and providing real-time progress updates

- Built out long term vision and H1 2022 roadmap for collaboration products, justifying team creation (four engineers) and funding multiple development projects; Manage product strategy determining future investment
- Lead data-driven decision-making through data analysis (Presto), market segmentation, instrumentation planning, and experimentation design
- Actively hiring through interviewing, sell calls, onboarding new members, and mentorship

Software Engineer - Video Calling Collaboration, Remote   **2020–2021**

Product strategy and infra development on a new project forming the vision for collaborative video calling experiences

- Developed a roadmap and end-to-end demo to suggest collaborative activities during video calls (watch videos together, play games); Worked with ML team to build out product use cases and development plan, which funded a cross-org working group and development projects

Software Engineer - Tech Lead - Privacy Product Education, Menlo Park, CA   **2019–2020**

Tech lead for team (seven engineers) educating users about privacy products including Privacy Checkup; Responsible for product and engineering strategy, leads reviews, experimentation design and team execution

- Led team building a new Privacy Checkup experience on mobile (React Native) and web (React.js) that uses topic-based navigation to align with user concerns and expose more controls; Launched and promoted to nearly two billion people worldwide on Data Privacy Day
- Created zero-to-one project focused on delivering personalized privacy education to users; Drove the creation of designs, content, ML models for targeting and experimentation plans, setting up a long-term project for four engineers
- Coordinated three teams (30+ engineers) to retire a legacy support on-call rotation, reducing on-call load for the team and simplifying ramp-up for new hires; Planned and supervised reassignment of 3000 assets, 600 backlog tasks, and seven products across multiple organizations
- Led partnership with QA within the Privacy org and promoted adoption, giving teams better support for creating automated testing strategies for new products

Software Engineering Consultant

Full-stack product design & development for emerging companies; Independently built client base providing 30+ billable hours per week for five years

Videology, Remote   **2014–2018**

Tech lead on data management platform team, managing system design, identifying development opportunities, and providing ongoing mentorship to developers

- Proposed and implemented Git workflow, database migrations, API versioning, Docker developer environment, and integration testing strategies providing zero-downtime releases, continuous deployment capabilities, and quick developer environment setup
- Designed and implemented runtime configuration management system enabling reliable worldwide deployment of large configuration payloads and change management tracking
- Advocated for and built client-side load balancing for internal API calls, eliminating significant internal load balancing costs

Tyrula, Remote   **2013–2017**

Engineering lead for healthcare technology company, providing product strategy, design, and full-stack development

- Designed and built system allowing medical providers to track tests for patients with chronic conditions using a Java backend, Angular web app, and iOS mobile app

- Developed Java back-end and iPad app for data entry at health fairs; Oversaw releases and provided on-site support to health care users

Other Clients **2013-2018**
- Balanced Payments - Developed open-source Ember.js dashboard used by customers to administer credit card processing; Managed open-source process including commit guidelines, new developer setup, technical blog and pull requests
- Goldschmitt and Associates - Designed and built React front-end for shift scheduling system for a US Government agency
- Tamber - Built consumer iOS app for finding concerts based on music listening habits
- 17FEET - Collaborated with design studio to build consumer Android application for magazine reading
- E-Agree - Developed prototype Ruby on Rails application for managing legal contracts which resulted in deals that funded initial company hiring and product launch

Ring.io, *Director of Software Engineering,* McLean, VA **2011–2012**
First engineering hire at SMB telephony startup founded by former colleagues; Hired and managed team of six engineers (three onsite, three remote)

- Created distributed development process, enabling rapid iteration and releases from a team spanning the US and Europe
- Led development of call center product, enabling significant ARPU growth; Oversaw rework to modularize phone call engine, enabling new features and bringing future development time down significantly
- Managed development consulting efforts, including requirements gathering, project management and post-deployment support; All projects were delivered successfully, leading to substantial follow-on business

LucidMedia, *Principal Architect,* Reston, VA **2008–2011**
As part of a four-person development team, created a Display-Side Adtech Platform that was later acquired by Videology

- Built an admin web interface, ad-serving system, and advertiser analytics platform (Java and Spring) operating across multiple regions through intelligent data distribution and caching
- Independently designed and built a cloud-based server-side user data store handling data for hundreds of millions of users at a rate of 25000 requests per second
- Advocated for and built a Spring Web UI to replace an XML-driven campaign system, allowing the ad operations team to directly manage millions of dollars worth of campaigns
- Proposed dollar-based bidding process to replace complex priority system; Influenced VP Eng and CEO and landed the change, which improved efficiency and visibility into bidding decisions

Angel.com, *Principal Software Engineer,* McLean, VA **2006–2008**
Developed a Java system for managing automated phone systems through a web-based configuration UI

- Re-architected Virtual Call Center platform to make the code modular and unit-testable, reducing development time of a major upgrade
- Led evaluation of VoiceGenie Call Platform to replace legacy calling platform; Served as primary POC with the vendor and provided final purchase decision to management

EDUCATION

Dual B.S. Computer Science & Mathematics, University of Maryland, College Park, MD **2002–2006**

TECHNOLOGIES
- Languages: Java, JavaScript, Ruby, Objective-C, Kotlin, SQL
- Environments & Frameworks: Spring, React, React Native, iOS, Android, Node.js, Ruby on Rails
- Data Stores: PostgreSQL, MySQL, MongoDB, DynamoDB, Couchbase, Elasticsearch
- Data Processing: Spark, Hadoop, Kafka, Kinesis
- Infra: Docker, Chef, Ansible, Terraform