

Alex Bisceglie (he/him)

Software Engineering Leader

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Software Engineering leader with 15+ years of people management and software development experience. Dedicated to leading through core values and inspiring a cohesive, high-functioning team. Expert at building trust with all stakeholders through empathy, knowledge sharing, and leads with inquiry. Adept at providing guidance and co-creating development plans that empower individual contributors and leaders to advance and excel. Strong collaborator focused on providing technical expertise and contextual awareness to advance organizational strategic priorities and solve for better business outcomes.

Expertise: Organizational Strategy, Empathetic Leadership, Process Improvement, Microservices Implementation, Agile Methodologies.

Experience

Zendesk

Senior Engineering Manager | 2019 - Present

- Leading international group of 3 full-stack (front-end, backend, infrastructure) software engineering teams focused on the email channel for Zendesk's flagship Support product.
- Transitioned from Team Lead with 9 direct reports to Engineering Manager to Senior Engineering Manager with an organization of 3 managers and ~25 engineers over 5 years.
- Conducted re-organizations to align team structure with company goals and priorities.
- Managed multiple vendor relationships and owned the operating budget for product area - conducted infrastructure and vendor cost analysis and projection to report on spend and forecast changes in costs.
- Led teams through multiple long-term feature development and technical projects including large-scale infrastructure migrations, security, and cost savings initiatives reducing infrastructure spend by over 1MM/year while exceeding most reliability targets, and launching enterprise features.
- Collaborated with Product partners to lead roadmap strategy for product area - defining processes around long-term technical and product roadmaps and carrying that over to quarterly planning.
- Pioneered professional development practices by standardizing development plan format and processes to include periodic lightweight 360 reviews throughout changing HR situations through COVID.
- Presented work and learnings to the product development organization during yearly internal technical conferences, regular all-hands and town halls.
- Implemented recruiting, interviewing and evaluation best practices to include rubrics, equitable interview questions to improve interviewer and candidate experience, reduce bias, and increase new hire success rate. Shared learnings and processes throughout Zendesk's Product Development org.

Staff Engineer | 2017-2019

- Contributed development on a scrum team of 8-10 engineers on major feature development and maintenance around the Email channel of the Support product.
- Defined key reliability metrics around SLIs, SLOs and Error Budgets for the Email channel, surrounding features, and services. Crafted supporting documentation like the team's Error Budget depletion process.
- Partnered with Product Designers and Product Managers to design and build a feature onboarding wizard and migration tool for CCs and Followers, a complex enterprise feature that is now the default collaboration experience for Zendesk Support. Onboarding wizard has since become a standard tool, and has seen use in other feature releases and migrations.
- Participated in on-call rotation for core Support product, helping to improve TFA by >10% and reduce average incident resolution time.
- Worked with Ruby on Rails, React/Node.js, Kubernetes, AWS, Redis, MySQL.

Layer

Software Engineer | 2015-2016

- Sole maintainer of core Erlang software powering extensible messaging platform.
- Extended chat state reconciliation algorithm by adding client conversation indexes to improve performance - reducing initial load latency by >20% across client installs.
- Participated in on-call rotation for messaging product backend systems and infrastructure to ensure service quality, frequently troubleshooting Production issues.
- Worked with Erlang, Scala, Docker, Cassandra, Google Cloud.

Flareworks

Co-Founder & Lead Engineer | 2014-2015

- Partnered with designer, Product Manager and other co-founders to build a fully functional backend system to drive organic growth and attract additional investment.
- Built a set of horizontally scalable microservices in Node.js communicating over a REST interface backed by PostgreSQL and Redis.

Flywheel

Senior Developer | 2012-2014

- Hired as first engineering staff member to replace a legacy system built with Erlang and .NET for managing Taxi fleets with a scalable and maintainable distributed system in Ruby.
- Co-wrote core state machine for taxi ride management.
- Led payments integration using Authorize.net for complex workflow.
- Wrote code in Ruby, Erlang, Javascript and Elixir; used Riak, Redis, PostgreSQL, and RabbitMQ for data storage and messaging.

Foodily

Developer | 2011-2012

- Contributed full-stack development on a team of 10 engineers, working closely with founders and small design and product team.
- Collaborated with Product Manager and Search Engineer to iteratively develop coupon support for monetizing recipe search.
- Extended recipe scraping tool to expand content.
- Participated in pitches for partnership deals with Facebook and other large tech companies.
- Worked with Scala, PostgreSQL, Ruby, Python, Javascript.

The Barbarian Group

Senior Developer | 2008-2011

- Member of a small team tasked with maintaining and extending Kashi.com, one of the largest Ruby on Rails applications at the time.
- Worked directly with high profile clients including Mozilla, IBM, Kashi to pitch new work and support existing relationships.
- Worked with Ruby on Rails, Python, MySQL, Redis, Javascript.

Organic

Senior Interface Engineer | 2007-2008

- Developed mobile and web ads for major clients like Bank of America.
- Built ATM finder web widget using Google Maps integration to help customers find BoFA ATMs along a route.
- Created R&D projects with a small team like a physical social networking system prototype using RFID tags, Arduino, Ruby on Rails, and Processing for data visualization.

Education and Certifications

Certificate - Leading in a Virtual VUCA World, 2020 - UC Berkeley Executive Education

Master's - Interactive Telecommunications, 2007 - New York University

Bachelor's - Multimedia Studies / Music Technology, 2005 - Northeastern University

Speaking and Exhibiting

O'Reilly ETech 2009, Showcasing Pulse Labs - a spatial social metrics platform

NYC iPhone Dev Camp 2008, Intro class on iOS development

ITP Thesis Presentations 2007