



Nathan Brown

Senior Software Engineer

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Summary

Veteran **Software Developer** with experience in data flow, software architecture, live operations, DevOps, back-end programming, mentoring, and coaching.

Approaches problems from a 'customer experience first' approach, designing and executing pragmatic changes that influence the organization as a whole.

Enjoys collaborating with coworkers of all seniority and disciplines to help advance individual growth, ability, and customer experience.

Work experience

Senior Software Engineer (2018-2024), Software Engineer (2015-2018) 2015 - 2024

Microsoft/Blizzard Entertainment, Irvine (caught in a corporate level layoff)

- Managed two internships from screening to extending an offer, to the interns' main point of contact and guide, to fully onboarding when hired as a regular employee
- Learned Puppet, Hiera, Terraform, r10k, and Hiera-Eyaml as part of a multi-stage process to migrate 5+ products from a deprecated and insecure hosting and pipeline solution, to the more modern solution
- Co-championed cross-architecture build pipelines, both to support flexible deployment strategies, and local development environments
- Added Docker and Docker Compose support and documentation for local development and production deployment to 5+ enterprise and public products, reducing project creation, onboarding, and cross-project context switching time by an average of 80%
- Assumed ownership of and acted as a subject matter expert (SME) for an existing, in-house, content management system, serving 100s of legal documents to 20+ unique surfaces in up to 16 languages worldwide
- Took ownership of, and consulted as the SME of a batch processing system, supporting the launches of 14 individual titles over a 7 year period
- Onboarded 16 new team members spread across 3 disciplines over a period of 7 years to a portfolio of 10+ projects
- Represented Blizzard at the 2019 BlizzCon convention as a Codecraft Panelist, responding to engineering questions from the crowd, as 1 of 5 panelists from different teams within Blizzard
- Represented Blizzard in both Blizzard Developer Forums and a community run Blizzard API Developer Discord server for 6 years
- Migrated outsourced Public Developer Portal in-house, using a bespoke project to render the documents, including monthly data updates from stakeholders, with zero downtime
- Planned, coordinated, and led team building events for 10+ people on a monthly basis for ~4 years
- Profiled and optimized APIs with 1,000s of permutations, in preparation for 15 million new hits per month, including a peak of over 14,000 hits per second, increasing responsiveness by 280,000%
- Added industry-standard observability and performance tracking for 10+ unique services by drafting architecture and deployment changes, requiring zero code changes and zero downtime

Technologies: Java, Spring, Spring Boot, Spring Data, Spring Batch, Spring Cloud Config, Maven, Oracle, OpenStack, AWS, ArgoCD, Jenkins, Groovy, Node.js, Docker, Docker Compose, Docker Build, CMS, Contentstack, TridionSDL, Puppet, Hiera, Hiera-Eyaml, r10k, Terraform, Git, Windows, OSX, Linux

Titles: Warcraft Rumble, Diablo IV, Overwatch 2, Diablo Immortal, Overwatch, StarCraft II: Legacy of the Void, World of Warcraft: Dragonflight, World of Warcraft: Shadowlands, World of Warcraft: Battle for Azeroth, World of Warcraft: Legion, Warcraft III: Reforged, Diablo II: Resurrected, StarCraft: Remastered, World of Warcraft: Classic

Senior Software Engineer 2015 - 2015

Red5, Irvine

- Implemented resiliency measures for 2 of Firefall MMO game services
- Developed a load testing framework for 5 Firefall MMO game services

Technologies: Git, Windows, Linux

Titles: Firefall

Senior Software Engineer

2014 - 2015

Envoy, Irvine (Project ended in 2015)

- Architected and co-authored continuous data import services to back a multimedia smart remote for Envoy's client, Vizio

Technologies: Python, Django, Redis, Postgresql, Java, MongoDB, Git, OSX, Linux

Senior Software Engineer

2013 - 2014

Channel Factory, Irvine (Orange County office closed in 2014)

- Implemented a continuous data import service to collect and process millions of records daily to provide 5+ desired statistics for all clients of the AdTech platform

Technologies: Python, Django, Redis, Postgresql, Heroku, VirtualBox, Git, Windows, Linux

Quality Assurance Analyst (2011-2013), Temporary Assignment: Online Products: Web team (2008), Technical Support Representative III (2005-2011)

2005 - 2013

Blizzard, Irvine

Note: While titles at the company were as stated, responsibilities from 2008 and later better align with an Associate to Mid-level Software Development Engineer

- Transformed the way over 13 teams, developed on the Battle.net platform by designing, developing, and deploying a web-based account management tool, reducing request turnover from days to self-service and instantaneous
- Collaborated to create a performance checking application for Diablo III, identifying frame rate losses in over 1000s of zone permutations and 100s of abilities
- Developed a test-server-status tool, representing the state of 4 environments, and 2 to 100+ servers collectively for the Diablo III development team
- Mentored a team of 3 on best practices, code reviews, and defining project scope
- Authored, sustained, and off-boarded a call center performance history dashboard for both employees and managers, serving over 100 representatives and 3+ managers over two locations daily

Technologies: Python, C#, AutoIT, Git, Windows, Linux

Titles: Diablo III, StarCraft II: Heart of the Swarm, StarCraft II: Wings of Liberty, World of Warcraft: Mists of Pandaria, World of Warcraft: Cataclysm, World of Warcraft: Wrath of the Lich King, World of Warcraft: The Burning Crusade

Education

DeVry University

Major in Computer Information Systems

Skills

Java, Spring

10

From monolith to microservice app experience; from greenfield to legacy support

Linux

10

Varying flavors and distributions, predating professional career, both for desktop and server uses, on amd64, x86_64, and arm64v8 architecture

Docker, Docker Compose

8

Both for local development and as deployable artifacts

Jenkins, Groovy

6

Setting up, maintaining, and iterating on deployment pipelines

AWS, Openstack, ArgoCD

5

Combined a mix of bespoke and industry-standard tools to manage 3+ environments of deployments of applications

Python

5

Both as a backend service and local scripting