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Susan Moore

Programmer

Senior programmer with nine years across fintech and B2B SaaS. Lead small teams (3 to 6 engineers) through service rewrites, migrations, and SOC 2 audits. Equally comfortable in Java, Kotlin, and TypeScript.

PROFESSIONAL EXPERIENCE

SENIOR SOFTWARE ENGINEER | NORTHWIND LEDGER, MINNEAPOLIS, MN
2020 – PRESENT

- Tech lead on the billing rewrite that moved invoicing from a monolith to four Kotlin services, cutting month-end close from 11 hours to under 90 minutes.
- Owned the SOC 2 Type II evidence work for engineering across two annual audits, with zero findings on access controls.
- Set the team's code review bar: defined a rubric, ran calibration sessions, and brought average PR turnaround under one business day.
- Coach four engineers, including two who were promoted to mid-level during my tenure.
- Run incident reviews after Sev-1 and Sev-2 events and publish the writeups to the broader engineering org.

SOFTWARE ENGINEER | QUILLSTONE ANALYTICS, ST. PAUL, MN
2017 – 2020

- Built a Java reporting service that powered dashboards for about 1,400 enterprise customers.
- Migrated the primary data store from MySQL to Postgres over two quarters with no customer-visible downtime.
- Introduced feature flags via LaunchDarkly, which the product team now uses for nearly every release.
- Hired and onboarded three engineers; two are still on the team.

SOFTWARE DEVELOPER | HALBERD INTERACTIVE, MADISON, WI
2015 – 2017

- Wrote backend services in Java for a multiplayer game platform handling about 60,000 concurrent sessions.
- Reduced matchmaking latency on the EU region by tuning Redis cluster sharding.
- Built the first automated load test harness, which is still the basis for the team's perf runs.

EDUCATION

B.S. Computer Engineering, University of Wisconsin-Madison, 2015

CONTACT INFORMATION

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KEY SKILLS

- Java
- Kotlin
- TypeScript
- Spring Boot
- PostgreSQL
- MySQL
- Redis
- Kafka
- AWS
- Terraform
- Datadog
- LaunchDarkly
- SOC 2 readiness