

mark everett

software engineer

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PROFILE Creative and driven software engineer with product management experience.

SKILLS

| | | | |
|------------|-------------|-------------|------------|
| Javascript | Backbone.js | React/Redux | Mocha/Chai |
| D3.js | jQuery | Node.js | MySQL |
| Python | Django | Jenkins | Git |

EXPERIENCE **Rackspace Hosting** **Product Manager** 12/2012 - 4/2014

- Integrated Cloud Monitoring metric graphs into the Rackspace Cloud Control Panel, reducing support resolution times by 30%
- Performed customer research for the Cloud Intelligence product
- Collaborated with a team of 5 engineers, UX, Support, Marketing, and stakeholders
- Built mockups of interface and performed usability tests with customers
- Established and documented best practices for other PMs at Rackspace SF
- Mentored other PMs through the process of product discovery experiments

Rackspace Hosting **Software Engineer** 8/2009 - 11/2012

- Worked with the Cloudkick team to transform their product into the Rackspace Cloud Control Panel, written in Django and Google Closure
- Implemented Twisted services that use Thrift and RabbitMQ for coordination
- Set up a Jenkins CI instance and wrote code to support continuous testing/deployment
- Modified Chef recipes and deployment code to support new features
- Built provisioning APIs for the Email and Apps division of Rackspace in Python and Perl
- Wrote MapReduce jobs to obtain and report SMTP statistics

PROJECTS **What the **** Should I Name My Child?**

Baby-naming website built in Backbone, AMD, Grunt deployed on S3. Has offered over 73,000 names to parents since its launch in late 2014.

Alang (winner of "Coolest Pebble Hack" at HackingEDU 2015)
Grammar-correction web interface using React, Redux, Node, SocketIO, and Webpack

San Francisco 311 Predictions

Website for @pwgerman's machine-learning project using Python, Flask, and Bootstrap

SMS Story

D3 visualization of the most important people in your life, as measured by SMS volume

EDUCATION **B.S. Computer Science**, Virginia Tech