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| Michael Pakulak |

Rochester Hills, MI 48309 | (586) 604-5356 | mike.pakulak@gmail.com | [LinkedIn](https://www.linkedin.com/in/michael-pakulak-7372a05a/) | [Github](https://github.com/LLuth0r)

# Experience

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| Site Reliability Engineer |*Zelis Healthcare* | *August 2023 – Current* |

* Ensured high availability, scalability, and performance of distributed Angular/Rails applications hosted on AWS (EC2, RDS, S3) through proactive monitoring, alerting, and continuous improvement.
* Built and maintained Datadog dashboards, monitors, and alerts to track application health, job queue latency, system load, and deployment readiness across staging and production.
* Queried logs and APM traces in Datadog to investigate production issues, debug system behavior, and support root cause analysis during incident response and retrospectives.
* Managed a Sidekiq-based job orchestration system, including environment-specific cron jobs for indexing, replication, and health checks, along with a central deployment pipeline for the Rails app, APIs, and configuration services.
* Monitored and maintained Redis (migrated to Valkey) for background jobs and caching; supported a smooth Redis-to-Valkey transition with zero downtime.
* Leveraged Pingdom for uptime checks and endpoint availability, integrating results with Datadog to enhance observability and alerting workflows.
* Led incident response and coordinated retrospectives, implementing preventative actions to improve system resilience and reduce downtime.
* Automated deployment and operational tasks using rake scripts, shell scripting, and GitHub Actions CI/CD pipelines to streamline releases and reduce manual effort.
* Contributed to performance tuning by identifying bottlenecks and optimizing latency across background workers, API endpoints, and database queries.
* Managed passive environment readiness by executing code/configuration updates, indexing routines, and replication tasks across environments.
* Deployed QA-approved builds to production, validating application health post-deploy using real-time observability and rollback readiness best practices.

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| Ruby on Rails Developer | *Beacon Interactive Systems*  | *August 2022 – July 2023* |

* Led full-stack feature development and maintenance on production web applications using Angular, TypeScript, and a Rails/PostgreSQL stack.
* Worked closely with cross-functional teams, including designers, product managers, and QA engineers, fostering seamless communication and collaboration. Contributed to agile workflows, guaranteeing prompt delivery of features, bug fixes, and enhancements.
* Proficiently used Git for version control, supporting clean and organized code repositories. Committed to Agile methodologies, actively taking part in stand-ups, sprints, and retrospectives to deliver high-quality software on schedule.
* Enhanced web application performance and scalability by implementing optimization techniques. Successfully improved response times by improving database queries.

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| Software Engineer | *Recruitful, llc.* | *August 2021 – August 2022* |

* Built and deployed internal tools and scripts to automate operations, reduce manual work, and improve team efficiency.
* Successfully integrated web APIs, empowering the creation of custom scripts that automated daily workflows. Reduced manual intervention and optimized efficiency by automating over 120,000 tasks between August 2021 and December 2021.
* Pioneered the development of custom web-hooks to receive and watch triggered events across multiple web application platforms. Ensured real-time responsiveness and streamlined event tracking for enhanced data analysis.

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| Ruby On Rails Jr. Developer | *MSB Holdings, Inc.* | *April 2021 – September 2021* |

* Designed, developed, and successfully implemented critical product features and solutions for a HIPAA compliant tele-health web application. Ensured strict adherence to data security and privacy regulations, fostering trust among users and stakeholders.
* Demonstrated knowledge in full-stack development, proficiently writing front-end and back-end code using Ruby on Rails/Ruby.

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| Software Engineering Fellow |*General Assembly* | *October 2020 – February 2021* |

* Designed and developed web applications using JavaScript, React, and HTML/CSS
* Integrated external APIs and built custom APIs using NodeJS and Ruby on Rails
* Utilized SQL / NoSQL databases such as PostgreSQL, MongoDB, and Airtable for API development.

# Mechanical Engineering Experience

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| Design Release Engineer (SRT) | *Fiat Chrysler Automobiles* | *May 2014 – March 2020* |

* Owned full lifecycle design and release of key exterior systems—front/rear fascia's, fender flares, belly pans, and wheel liners—from concept through production.
* Defined product specifications, collaborated with cross-functional teams (styling, manufacturing, quality, suppliers), and ensured alignment with program targets for performance, cost, and timing.

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| Design Release Engineer | *General Motors* | *November 2010 – May 2014* |

* Led design, release, and validation of exterior accessory components for truck programs, including grilles, badges, and bed-mounted accessories.
* Awarded a patent for the Chevy Colorado Tiered Storage System and contributed to competitive benchmarking initiatives to guide design and innovation.

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| Systems Integration Engineer| *General Dynamics Land Systems* | *January 2006 – November 2010* |

* Directed planning, integration, and implementation of new engineering components for U.S. Army fielded vehicles

# Education

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| B.S. Mechanical Engineering | *Kettering University* | *July 2001 - December 2005* |

# Skills

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| **Languages & Frameworks:**Ruby, Ruby on Rails, JavaScript, TypeScript, Angular, Python, RSpec, HTML/CSS**DevOps & SRE Tools:**AWS (EC2, RDS, S3), Docker, GitHub Actions (CI/CD), Sidekiq, Valkey, Redis, RabbitMQ, Datadog (APM, Logs, Dashboards), Pingdom, Heroku, DES (Enterprise Data Manager), cron, rake, bash scripting**Monitoring & Observability:**Datadog (metrics, traces, monitors), Pingdom, GitHub Actions, logs-based alerting, performance profiling**Database Technologies:**PostgreSQL, MongoDB, Airtable**Other Tools & Practices:**Linux, Git, Agile/Scrum, Jira, VS Code, WSL2, Unraid, Docker Compose, REST/JSON APIs, Kodi (custom skinning, scripting), CI/CD pipelines, incident response, root cause analysis, system automation, performance tuning |