YOZ GRAHAME

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SOLUTIONS ARCHITECT, TECH STRATEGIST, SENIOR ENGINEER

I have over twenty years' experience in architecting, coding, and debugging web apps and data systems. I've worked in developer tools, open source, lean & agile consulting, virtual worlds, and the Federal Government.

I translate between stories and software, guiding customers to value and colleagues to understanding. I love removing friction: troubleshooting project issues within teams by crafting processes that age well. I'm obsessed with Developer/Customer Experience, finding and fixing the big impacts from tiny issues. I believe in the sociotechnical approach: make technology that's good at people, not the other way around.

I'm quick to learn, easy to enthuse, hard to shock. I like people.

EXPERIENCE

Technology Strategist, Bloom Works (contract) — June-Sept 2024
Bloom Works helps public service organisations elevate their digital services and processes.

Delivered technology and user experience recommendations for software to reduce administrative burden on healthcare providers, for Colorado's Behavioral Health Administration

Solutions Architect, LaunchDarkly — 2021-2023
LaunchDarkly is an enterprise SaaS company providing feature management tools for progressive delivery of software.

Improved time-to-value for 50+ customer teams by co-creating and running a regular webinar series for onboarding & best practices; this evolved into LaunchDarkly's current Digital Success Program

Onboarded, advised, unblocked, built tools, diagnosed infrastructure issues using observability data, and coordinated between customers and our account, product, and engineering teams to fix bugs for 50+ LaunchDarkly customers

Co-created Space Camp, a two-hour hands-on workshop and written tutorial for LaunchDarkly's customer conferences

Developer Advocate, LaunchDarkly — 2019–2021

Created demos, code samples, guides, videos, and blog posts about feature flagging and experimentation with LaunchDarkly. One of my videos, "*No Rollbacks Required*", was used as LaunchDarkly's primary YouTube ad in 2021

Co-hosted LaunchDarkly's *Test In Production* online and in-person events, giving talks and interviewing people from around the tech industry about developer-relevant topics

Delivered talks at conferences and developer days, including QCon London, SRECon, DevRel Earth

Senior Software Engineer, Compaas — 2018-2019

Compaas was a startup creating a SaaS platform for compensation intelligence and strategy.

Created tools to import and manage customer data using Django, Python, Postgres, AWS. Prototyped ELT pipelines using Airflow, Dremio, VisiData

Innovation Specialist, 18F, General Services Administration — 2014-2018

18F is a digital consultancy inside the US Government specialising in agile methods, open source, and user-centred design.

Initiated and led the Project Review program, researching and recording the lessons of 18F collaborations with government partners

Co-created the API and backend data engine for College Scorecard, helping hundreds of thousands of students to find their next step in higher education

Delivered an overhaul of vote.gov, winning a Service To The Citizen Award; also worked on US Web Design System, MyUSA, and other software projects across US Government, using Ruby, Python, Javascript, Postgres

Senior Engineer, Neo Innovation — 2013

Neo was an engineering & product consultancy that guided clients using Lean and Agile methodologies.

Developed products using lean, agile, and test-driven methods for clients ranging from new startups to multinational telcos

Presented "*Programming Is Debugging, So Debug Better*" for Neo at Open Source Bridge 2013 in Portland, OR

Special Circumstances, Linden Lab — 2007-2012

Linden Lab runs Second Life, a user-created 3D virtual world.

Took multiple roles – tech lead, program manager, architect, engineer – in leading and implementing key time-sensitive projects including: Introduction of VAT billing and settlement; creation of new internal tools; prototyping a distributed scripting engine using Node.js; prototyping, architecture and development of the DIO social environment using Ruby, EventMachine, MongoDB, and Node.js; optimisation, load & performance testing of the Second Life Dashboard; observability and optimisation of MySQL queries across all services

Developer Advocate, Ning — 2006-2007

Ning was a social software Platform-As-A-Service before the term existed.

Wrote daily articles for developer blog and documentation base, delivering new documentation for multiple major releases, screencasts of new features and best practices, and code examples.

Created new applications and usable demos, including web API skeletons (for Google Maps, Flickr and Amazon among others) using PHP and Javascript

Presented Ning at O'Reilly Emerging Technology Conference, Mashup Camp, Ask Later, and Technology 2.0.

EDUCATION

University College London — Computer Science B.Sc. (Hons), 1996

SKILLS

Agile Project Management, Agile Software Development, Cloud Computing Architecture, Content Management, Coordination, Community Development, Data Mining, Data Monitoring, Data Profiling, Data Transformation, Debugging, Developer Relations, DevOps Operations, Distributed Computing, Event Monitoring, Leadership, Management, Platform Architecture, Process Development, Product Design, Product Development, Product Engineering, Professional Services, Programming Languages, Project Management, Quick Learning, Research and Development, Scalability, Social Software, Software Architecture, Software Development, Software Engineering, Software Testing, Systems Design, Team Development, Technical Leadership, Technology Analysis, Test Automation, Test Driven Development, Troubleshooting, Web Application Security, Web Development

TECHNOLOGIES

AWS (Amazon Web Services), Azure, Big Data, Bug Tracking Systems, CRM Systems, Django, Docker, Emerging Technologies, Enterprise Software, Google Cloud Platform (GCP), Java, JavaScript, Large Language Models, Linux, MySQL, .NET, Node.JS, Observability, Open Source Software, PHP, PostgreSQL, Python, React, REST API, Ruby on Rails, SQL Databases, TypeScript, Web API