RYAN M. MACK

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CAREER OBJECTIVES

Provide leadership and guidance to a dynamic team in order to achieve data-driven goals for my organization. Empower those around me to be the best versions of themselves while together solving innovative challenges.

Selected Technical Skills: Agile, AWS, C++, Docker, Google Test, Java, Linux, MongoDB, MySQL, Python, SQLite, Redis
Selected Personal Skills: Project leadership, Mentorship

WORK EXPERIENCE

Cisco ThousandEyes   San Francisco, CA (Remote)
Senior Software Engineer II   November 2024-Present
- Leading key projects for OS and platform support of the Enterprise Agent
- Took on enhanced responsibility representing my team during cross-team discussions for major projects

Senior Software Engineer I   April 2022-October 2024
- Developer of a **Linux** package, written in **C++**, which collects synthetic network measurements
- Deploy to a fleet of 50k+ installs and manage **C++** and **Java** services in an **AWS Kubernetes** backend
- Own projects through the entire stack including **MySQL**, **microservices**, **redis**, **MongoDB**, and agent
- Lead projects from conception through execution, taking accountability for every phase, using an **agile** way of work

Datto Inc.   Norwalk, CT
Senior Software Engineer   October 2019-April 2022
- Developer of a backup application running on **Windows**, **Linux, and MacOS** using **C++**, including a **RESTful API**
- **Agile** way of work: daily standups with my fellow developers and quality assurance engineers
- High impact - working in a small team to develop code for **fleet of 300k+ deployments**, worked to **reduce bugs by 50%**
- Leader of OKRs each quarter (specializing in cross-team initiatives)

PerkinElmer Inc.   Shelton, CT
Software Development Engineer   October 2018-October 2019
- Used Microsoft tools (**C#**, **C++ MFC**, and **Visual Studio**) to develop a Windows desktop application
- **Agile** way of work, including collaboration with quality assurance team and scientists
- Leading migration tools: Code from Perforce to **GitHub** and CI/CD from **Jenkins** to **TeamCity**
- Leading effort to add first unit tests in **C#** code using **NUnit**
- Leading effort to migrate to cloud, creating PoC using **Kubernetes**, **Docker**, and **Python**

Capgemini Engineering (formerly Altran)   Burlington, MA
Staff Software Engineer   June 2018-October 2018
- Coding in **C**, **C++**, and **Python**, in a **Linux** (Red Hat) environment for next-gen technology at ASML
- Experience using strict change control procedures involving thorough documentation and sign-off for changes
- **Scrum/Agile** development environment

Thermo Fisher Scientific (formerly Ion Torrent)   Guilford, CT
Software Engineer II (previously Software Engineering Intern)   May 2017-June 2018
- Enhanced high-throughput algorithms in **C++** for processing hundreds of millions of data points per second
- Automated scientific workflows using **Python** to control complex robotic arms to simulate workflows
- Worked cross-discipline with QA, electrical engineers, biologists, and chemists

EDUCATION

M.S., Georgia Institute of Technology   Atlanta, GA (Remote)
Major: Computer Science   January 2022 - May 2025
Specialization: Computing Systems

B.S. *in Engineering*, University of Connecticut   Storrs, CT
Major: Computer Science and Engineering   August 2013 - May 2017
- **Study Abroad:** Universidad de Salamanca, Salamanca, ES (Spanish and Economics)