

# Matt Birman

[contact@mattbirman.net](mailto:contact@mattbirman.net)

A polyglot software engineer with experience across a wide range of industries. Passionate about engaging with customers to build meaningful products that meet their needs and provide value for the business. An authentic leader with a keen attention to detail, Matt provides focused analytical thinking with an emphasis on designing and delivering solutions with strong technical foundations.

- Full stack software development across multiple languages – C#, Scala, Go, JavaScript/TypeScript
- Microservice and distributed systems design
- Domain driven design
- Test driven development and behaviour driven development
- Strong agile and lean methodologies
- Collaboration, pairing and mobbing
- Design and usability with empathetic mindset
- Clear and precise communicator
- Strong commercial acumen and awareness

## Professional Experience

### Zendesk

**Software Developer** January 2019 – Current

Played a crucial role in the launch of Zendesk's Sunshine CRM platform by designing and delivering a foundational component that ensures continuity of service for customers in response to changing needs. Leading the effort in the account service team to define and own the account's domain. Collaborating across the business and influencing stakeholders about best practices for integration resulting in faster time to market for downstream product teams. Creating a decoupled service by reducing external dependencies, allowing the team to move faster and scale according to changing business requirements.

#### Responsibilities

- Working in a cross-functional team building and deploying Zendesk's account service; ensuring that this core, foundational service is highly available, has low latency and operates within SLOs and error budgets
- Extracting the accounts domain from existing Ruby monolith to a standalone Scala service written in functional Scala, and applying domain driven design
- Working with product management and downstream product teams to gather requirements and create solutions that fulfil the needs of a diverse group of downstream consumers
- Working with the team lead to optimise the team process for efficiency, reducing waste and rework
- Pairing and mobbing regularly to facilitate collaboration and remove silos of expertise
- Creating comprehensive documentation for key components and infrastructure within the account service to facilitate seamless integration, on-boarding of new team members, and knowledge sharing within the team and organisation
- Owning the solution end-to-end end by advocating for DevOps as a culture, illustrated by the introduction of Terraform and Atlantis for management of team-owned infrastructure
- On-boarding and mentoring new team members to enable them to contribute quickly and effectively
- Created a functional programming learning group, which meets fortnightly to learn and evangelise functional programming and its benefits
- Co-facilitating Scala training targeted at the Melbourne Zendesk tech community to increase the exposure of Scala and demonstrate its benefits

### PageUp

**Software Developer** November 2015 – June 2018

Delivered one of the first event-driven microservices at PageUp, employing CQRS and domain driven design for expressive and maintainable code, resulting in an autonomous and scalable service. Led the design, development and deployment of a reusable push notification service for PageUp's suite of mobile applications. The project was delivered ahead of schedule and successfully integrated by teams across the company.

#### Responsibilities

- Worked as a full-stack software developer in a cross functional, agile team developing decoupled, autonomous, and composable services in a distributed software system

- Designed technical solutions, ran design workshops, and collaborated to achieve the desired solution
- Developed legacy monolith and greenfield microservices, primarily in .NET Core C#
- Used AWS services – ECS, EC2, DynamoDB, SQS, SNS, Lambda
- Developed front end single page apps in JavaScript + webpack, Angular, and React Redux
- Created microservices outside existing monolith codebase, deployed as dockerised containers to ECS
- Designed and implemented event-driven architectures across the monolith and services
- Assisted tech lead by mentoring juniors in the team; influenced the team about key decisions and processes

## OpenItApp

**iOS app for university staff and students** *January 2011 – December 2019*

Independently designed and developed *OpenItApp*, an app for university students and staff to make universities' online learning management system (LMS) function with iPads and iPhones. The online systems that were used to distribute course notes did not work properly on Apple's mobile devices. *OpenItApp* provided a full experience for users. It was available for sale internationally in the iTunes App Store from August 2011 to November 2013

## Telstra

**Graduate Program** *January 2014 – August 2015*

Worked in Telstra's graduate program as a technical graduate. Worked in the Chief Technology Office (CTO) as a software engineer in the rapid prototyping team. Undertook a secondment to business development after delivering go-to-market strategies for software solutions created in the CTO.

### Rapid Software Prototyping, Chief Technology Office (CTO)

#### Responsibilities

- Prototyped software and hardware projects for the CTO in a DevOps environment, both independently and as part of a team
- Worked on self-driven and team projects utilising the language, framework or technology that suited the task, such as PHP, python, MySQL, objective-C and Cocoa, HTML, CSS, and Javascript
- Assisting business units across the company to develop and achieve software and innovation outcomes
- Independently designed and developed a status and leave logging web application for the CTO, named *Out of Office*, which replaced the old system of a hosted and shared spreadsheet. It was proven to materially benefit the team by saving employee and administration time and effort while contributing to the Future Ways of Working program of flexible working policy

## Community Involvement

- Vice President, [DDD Melbourne](#)
- Lead designer, [DDD Melbourne](#)
- RMIT Mentor, [NCSS Summer School](#)

## Other Experience

**Study Abroad Program, Technical University of Denmark, Copenhagen, Denmark**

*January 2012 – June 2012*

## Qualifications

### Tertiary

Bachelor of Engineering (Electrical and Computer Systems) and Bachelor of Commerce (Finance)  
Monash University

*March 2007 – November 2012*

## **Referees**

Referees available upon request

### **Website**

<https://mattbirman.net>