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EXPERIENCE

Rickover LLC, *Consultancy*

- Helped companies scale their teams and scale their software
- Performed security audits; identified and fixed security vulnerabilities
- Researched and rewrote legacy software to match modern requirements
- Evaluated third-party software solutions and integrated them

Shyp, *Engineer*

- Reduced total oncall pages per week as company underwent massive growth
- Wrote transaction library & added partial constraints to fix driver assignment errors
- Sped up test boot time by 96% - see shyp.github.io
- Fixed daily server crashes. Fixed numerous persistent oncall pain points

Twilio, San Francisco, CA, *Engineer*

Fall 2011 - March 2014

- Designed next generation API design, SDK libraries and documentation
- Conducted company's first user tests, discovered and fixed usability issues from these tests
- Designed and implemented A/B testing framework based on A/Bingo
- Fixed HAProxy configurations, timeouts for 50 services; added HTTP logging
- Organized, ran company's weekly demo show, code coaching

Twenty Milliseconds (20ms.net), *Writer*

July 2014 - December 2014

- Evaluated, wrote about virtual reality usability
- Lectured about VR UI challenges to college audience at Harvey Mudd
- Accumulated 10k+ site visits, hundreds of subscribers

Atlassian (JIRA, Confluence, Bitbucket**), San Francisco, CA, *Intern***

Summer 2010

- Used Google Analytics, SEO, improved IA design to reduce support load
- Deployed Virgil, a real-time suggestion engine for customers needing help
- Wrote popular internal blog series about problems with installation UX

Seva Mandir (charity organization**), Udaipur, India, *Intern***

January - May 2010

- Designed custom homepage, donation page, e-mail newsletter and blog
- Conducted full-day Excel, Photoshop training sessions for entire staff
- Delivered recommendations, posters for raising job training dropout rate from 50%

TALKS

“Hacking Roller Coaster Tycoon with Genetic Algorithms and Go.” OSCON 2015. bit.ly/kevinret

“How to Write Documentation for Users that Don’t Read.” Write The Docs 2015. bit.ly/kevdocs

“Make your Microservices More Reliable.” Signal 2015. bit.ly/kevhttp

“Designing Maintainable, Production-Ready Client Libraries.” Twiliocon/API Strategy.
bit.ly/kevapidesign

EDUCATION

Claremont McKenna College, Claremont, CA
3.56 grade point average

September 2008 - May 2011
ICPC: 27th Southern California Region

University of Pennsylvania, Philadelphia, PA

August 2006 - December 2007

TOOLS

Python, Go, Javascript, PHP, Bash, Haskell, NGINX, HAProxy, Chef, HTML/CSS