

Frank Blechschmidt

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PROFESSIONAL EXPERIENCE

Engineering Manager Lattice (Degree, Inc.)

January 2022 — Present
San Francisco, CA

Leading a team of 10 engineers (mix of SWEs and SREs with experience levels ranging from Junior to Staff) serving an engineering organization of 120 developers and enabling easy, fast, and reliable product development at Lattice on a tech stack composed of TypeScript, GraphQL, React, Relay, and NestJS. The team's scope and responsibilities encompass the entire development and release lifecycle, including local dev environments, CI (Github Actions), CD (ArgoCD), build systems and infrastructure, full-stack application frameworks, database migrations, container builds, linters, feature flags, preview environments and canary deployments, testing frameworks and tooling, code policies, observability integrations (Datadog & Sentry), build caching, and developer telemetry.

- Launched and bootstrapped the team from the ground up, collectively set the mission, charter, and technical strategy, established metrics, KPIs, and SLOs, and introduced a continuous planning process for data-driven prioritization and resource allocation to meet the organization's needs.
- Fostering a culture of high performance and collaboration through tailored individual development plans, continuous growth conversations, and performance management, reflected in engagement scores of 100% for Management and Team Climate.
- Rolled out the DX survey across all functions of EPD with a consistent participation rate of 90%+ every six weeks, serving as a roadmap input for my team, a feedback mechanism for engineering teams, and a compass for organizational health for leadership.
- Spearheaded the adoption of order-independent deploys to create a 4h guaranteed instant rollback window by shifting contract compatibility validations from deploy time to build time.
- Championed a 30% reduction in CI spending while fortifying security posture, orchestrating a seamless migration from CircleCI to GitHub Actions with self-hosted runners on AWS EC2. Executed the infrastructure setup in Terraform, allowing the team to focus on shifting CI pipelines and automation.
- Subsequently, invested in CI stability and velocity, resulting in an 80% reduction in build time and a surge in build success rates from 70% to 99% through the adoption of GitHub's Merge Queue, smart build caching, and flaky test automation.
- Collaborated with IT to migrate the entire Engineering org to M1-powered MacBooks, delivering an out-of-the-box local dev experience that doubled productivity.
- Facilitated the migration of Lattice's local dev environment to a Homebrew-based setup and the rollout of GitHub Copilot, leading to a 50% increase in developer satisfaction.
- Centralized the support model spanning three teams within Lattice's Developer Platform, simplifying how developers receive assistance by implementing a Jira-based triage process and consolidated office hours.
- Pioneered the rollout of a Backstage-based developer portal, serving as the central hub and source of truth for developer documentation and service ownership.
- Guided and mentored an engineer on their journey to people management, resulting in a successful promotion to engineering manager within six months.
- Supported Security Engineering while the team was still getting set up by rolling out and integrating FOSSA for SCA, GitHub Advanced Security for SAST, and StackHawk for DAST.

Engineering Manager Box, Inc.

October 2021 — January 2022
Redwood City, CA

Led Box's cloud platform, building and expanding its internal Kubernetes-based Platform-as-a-Service (PaaS) offering.

- Developed vision & strategy and drove the execution for Box's Kubernetes-based platform.
- Worked with PMs and architects on cross-team initiatives, including data-driven prioritization, technical strategy, and OKR setting.
- Managed the migration of Box's Kubernetes platform from on-prem, multi-region data centers to Google Kubernetes Engine (GKE).
- Mentored and supervised engineers with individual growth plans, custom-tailored training, and continuous feedback.
- Sourced, recruited, and interviewed software engineers to grow the team on all levels, from junior to staff.

Tech Lead Manager Box, Inc.

March 2021 — October 2021
Redwood City, CA

- Delivered key projects, such as the rollout of declarative observability tooling, Kubernetes cluster landscape rebalance and expansion, the onboarding of Box's monolithic core app to Kubernetes, and the modernization of Box's Kubernetes infrastructure.
- Increased team productivity by streamlining status update processes and OKR management and reducing redundancies.
- Worked as a member of a cross-functional recruiting team to hire and interview Box's interns for the summer of 2021.

Senior Software Engineer
Box, Inc.

May 2019 — March 2021
Redwood City, CA

- Architected and implemented new components for Box's internal Platform-as-a-Service (PaaS) offering based on Kubernetes, including deployment configurations, application management, high-availability setups, migration tooling, and platform integrations.
- Planned and coordinated the introduction of new Kubernetes clusters and availability zones, including rebalancing existing services across multiple clusters and regions for improved availability guarantees in collaboration with service owners.
- Implemented a promotion model for deployment pipelines to enable secure and safe rollouts of service changes across environments and increase the reliability of services deployed on Box's cloud platform.
- Migrated platform to role-based access control (RBAC) with LDAP integration for granular authorization and reduced toil.
- Onboarded, supervised, and mentored 4 full-time team members and 2 interns to foster Box's engineering principles and values.

Lead Software Engineer
SAP Conversational AI

July 2016 — May 2019
Palo Alto, CA

- Led a global engineering team as part of SAP's strategy to become the industry leader in Intelligent Enterprise software.
- Defined and executed the development of a microservice architecture on top of SAP's Cloud Foundry and Kubernetes.
- Managed post-acquisition activities for Recast.AI by migrating the existing services to SAP's Kubernetes infrastructure.
- Supervised the recruiting of new engineering talents and mentored a growing team of software developers and data scientists.

Software Engineer
SAP Innovation Center

October 2015 — July 2016
Palo Alto, CA

Software Engineering Intern
SAP Innovation Center

September 2014 — September 2015
Palo Alto, CA

PATENTS

Cognitive Enterprise System

US 20190332956, US 20180144053, US 20180144257

Filed March 2017
Published May 2018

OPEN SOURCE

- **python-sutime:** Python wrapper for Stanford's NLP library SUTime, downloaded 4,500x/month.
- **python-duckling:** Python wrapper for wit.ai's NLP library Duckling, downloaded 1,000x/month.

EDUCATION

University of Illinois at Urbana-Champaign
Master of Computer Science

Urbana, IL, USA
January 2019 — August 2021

Hasso Plattner Institute, University of Potsdam
Bachelor of Science (IT-Systems Engineering)

Potsdam, Germany
October 2011 — August 2014

MANAGER TOOLBOX

- **Goal Setting:** OKRs, SMART Goals
- **Recruiting:** Greenhouse, Gem, LinkedIn, HackerRank
- **Engagement:** Lattice, Culture Amp, DX, SurveyMonkey
- **Prioritization:** RICE, Eisenhower Matrix, MoSCoW
- **Decision Making:** SPADE, DACI, RACI, SWOT Analysis
- **Agile Frameworks:** Kanban, Scrum, eXtreme Programming
- **Project Tracking:** Jira, GitHub Projects, Trello
- **HR Tools:** Lattice, BambooHR, Workday, ADP, WorkRamp
- **Communication:** Slack, Google Workspace, Zoom
- **Mentorship:** Plato, Torch
- **Metrics and KPIs:** DORA, Datadog, SLAs & SLOs, MTT*
- **Collaboration:** Figma, Lucid, Notion, Confluence

TECHNICAL SKILLS

- **Languages:** Python, TypeScript, JavaScript, Go, GraphQL
- **Databases:** PostgreSQL, Redis, MySQL, Timescale
- **Frameworks:** FastAPI, Node.js, Express, React, Tornado
- **DevOps:** Terraform, Ansible, Docker, Git, pnpm
- **CI/CD:** GitHub Actions, ArgoCD, CircleCI, Travis CI, GitLab
- **NLP:** SpaCy, Rasa, CoreNLP, Duckling, SUTime
- **Cloud Platforms:** Kubernetes, GCP, AWS
- **Message Queues / Streaming:** RabbitMQ, Kafka, Celery
- **Machine Learning / AI:** TensorFlow, Keras, scikit-learn
- **Observability:** Datadog, Grafana, ELK Stack, Prometheus, PagerDuty, OpenTelemetry, Splunk, Sentry
- **DevSecOps:** Snyk, FOSSA, GHAS, StackHawk