

# Alex Mercer

*Senior Platform Engineer*

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## SUMMARY

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Senior engineer with 10 years building distributed backend systems at scale. Owns platform reliability end to end, from Node.js services and Kubernetes standards through observability, incident response, and technical mentorship.

## EXPERIENCE

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**Senior Software Engineer** 2019 – Present

*Brightline Commerce*

- Led migration of checkout to a distributed Node.js service, cutting p95 latency 38% across 2.4M daily transactions.
- Owned Kubernetes deployment standards across 12 services and introduced one documented rollback path for on-call engineers.
- Built order-event tracing and Datadog dashboards, taking observability from service-level alerts to full request tracing.
- Mentored 6 engineers through promotion cycles while running the team's code-review and architecture-review practice.

**Software Engineer** 2014 – 2019

*Versa Labs*

- Built the order-events pipeline handling 40k messages per minute with at-least-once delivery.
- Migrated legacy PHP services to Node.js, halving median response time without interrupting payment processing.
- Introduced contract tests at the payment boundary and added deployment checks to prevent incompatible releases.

**Junior Software Engineer** 2012 – 2014

*Tidemark Digital*

- Developed TypeScript and PHP features for high-volume commerce workflows and supported weekly production releases.
- Automated reconciliation checks for failed order events, giving support teams a repeatable recovery queue.

## EDUCATION

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**BSc, Computer Science** 2012

*Technical University of Denmark*

## PROJECTS

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### Open-source release guard

- Built a TypeScript CLI that validates service contracts before deployment; adopted by 4 internal platform teams.

## SKILLS

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**Languages:** TypeScript, Node.js, SQL, PHP

**Platforms:** Kubernetes, AWS, Docker, PostgreSQL

**Engineering:** Distributed Systems, Observability, CI/CD, Technical Mentorship