Diego Montoya Senior Tech Lead

Glendale, CA · diego.montoya@gmail.com · +1 818-555-0174 · linkedin.com/in/diegomontoya

PROFILE SUMMARY

- **Senior Tech Lead** with **12 years** building **field service and car shopping software**, leading a **9-engineer dispatch team** whose scheduling tools **thousands of trades businesses** use every day.
- Hands-on with **C#**, **.NET**, **TypeScript**, **React**, **SQL Server**, **Apache Kafka**, **Kubernetes** and **Datadog**.
- Deep expertise in **splitting a .NET monolith into services**, **scheduling and routing logic**, **design reviews** and **production reliability**, still coding the hardest part of each launch.
- Partners with the **EM, 2 PMs, design, the mobile team and customer support** on quarterly planning, launch readiness and incident reviews.
- Has mentored **8 engineers**, 4 of them since promoted, and wrote the dispatch group's **design doc template** and **on-call handbook**.

TECHNICAL SKILLS

Languages & Frameworks:	C#, .NET, TypeScript, React, Python
Cloud & Infrastructure:	Microsoft Azure (AKS), Kubernetes, Docker, Terraform
Databases & Messaging:	SQL Server, PostgreSQL, Redis, Apache Kafka, Elasticsearch
Architecture & Design:	System design, design docs, RFCs, microservices, event-driven architecture, REST APIs
Testing & CI/CD:	Code review, CI/CD (Azure DevOps), xUnit, Playwright, feature flags, trunk-based development
Observability & On-Call:	Datadog, OpenTelemetry, PagerDuty, SLOs, error budgets, postmortems
Planning & Team Practices:	Quarterly planning, sprint planning, Jira, estimation, mentoring, technical interviewing

EDUCATION

University of California, Irvine — **B.S. in Computer Science** — Irvine, CA · Sep 2010 to Jun 2014

WORK EXPERIENCE

ServiceTitan — **Senior Software Engineer to Senior Tech Lead, Dispatch** — Glendale, CA · Mar 2019 to Present

- Set a 2-year technical plan for the 9-engineer dispatch team to split scheduling logic out of the .NET monolith into 4 services, cutting dispatch board load time for large customers from 8 s to **1.9 s**.
- Wrote the design doc for drag-and-drop rescheduling with live updates over SignalR and built its conflict checks in **C#**, cutting double-booked technicians by **87%**.
- Split the route optimization launch into 8 milestones with the EM and 2 PMs and ran a weekly dependency review with the mobile and maps teams, shipping to all customers in **3 phases** on the planned date.
- Set the team's review and test rules (2 reviewers on scheduling code, **Playwright** tests on every board change), cutting customer-reported dispatch bugs from 30 a month to **9**.
- Rebuilt on-call for the dispatch services around SLOs and error budgets in **Datadog** and ran blameless postmortems, lifting spring peak availability from 99.6% to **99.95%**.

Edmunds — **Software Engineer to Senior Software Engineer** — Santa Monica, CA · Jul 2014 to Feb 2019

- Built the dealer inventory feed processor in **Java**, handling about 2M vehicle listings a day and cutting stale listings from 6% to **1.5%**.
- Moved the car review pages from server-rendered JSP to **React**, cutting mobile time to interactive from 6.1 s to **2.8 s**.
- Mentored 3 new graduate engineers through their first year, and all **3** were promoted to Software Engineer II on schedule.