

SUMMARY

Engineering leader and senior software developer who builds high-performing teams and technology around products with meaningful real-world impact. 15+ years of experience building products, scaling engineering teams, and translating technical strategy into measurable business outcomes.

Former Software Development Manager with a track record of hiring and mentoring engineers, tripling team throughput, and improving operational efficiency. More recently returned to hands-on engineering at Fullscript, leading o-to-1 product development, cross-team technical projects, small teams, data architecture, integrations, and AI-assisted workflows.

Now seeking an engineering management role where I can combine technical depth with a proven track record of developing high-performing teams.

RECENT EXPERIENCE

Fullscript Senior Software Developer

2024–2026 Ruby on Rails, TypeScript, React, Claude Code, GraphQL, PostgreSQL

Ottawa, ON
(Remote) *Fullscript helps providers deliver integrative care to patients more efficiently and effectively. Care grounded in helping patients understand and address the root causes of diseases leads to healthier lives and practices.*

Initiated and led the o-to-1 development of Fullscript's wearable data platform, defining the ingestion, storage, processing, and analytics architecture for data from Oura, Garmin, and Apple HealthKit and establishing interfaces for mobile and web teams to consume and surface health insights.

Owned and expanded Fullscript's partner API, enabling externally built integrations and supporting the company's EHR integration strategy.

Acted as technical lead on small project teams of up to three engineers, using AI-assisted development workflows with Claude Code, coordinating agent-supported implementation, writing new agent skills, and maintaining quality through design review, code review, and testing.

Led technical design for Electronic Health Record (EHR) integrations, researching solutions, authoring design documents, and driving implementation while collaborating with the Integrations team and external partners.

Built observability into the wearable and EHR systems using Sentry for error reporting, Coralogix for structured log analysis and dashboards, and Mixpanel for understanding user behaviour.

Collaborated closely with internal engineering teams, product and partner-support stakeholders, and external engineering teams to align integration architecture and implementation across organizational boundaries.

Mentored junior and peer developers through pair programming and code reviews, while sharing practices for effective project execution, information discovery, and engineering workflow.

Welbi Software Development Manager

2019–2024 TypeScript, React, GraphQL, Node, AWS, PostgreSQL, Redis, BullMQ

Ottawa, ON
(Remote) *Welbi improves the quality of life of older adults by transforming the way senior living communities provide care to them every day.*

Led and grew a distributed engineering team responsible for scaling an application for senior living recreation staff from 3 to over 500 communities, serving over 2,000 concurrent users and 90,000 residents.

Tripled dev team throughput by hiring and mentoring technically skilled product missionaries and focusing my efforts on removing all obstacles to their performance.

Worked with business stakeholders to define service-level objectives agreements, using application monitoring and user-behaviour data to track reliability and customer experience.

Designed and documented incident response processes and an engineering testing manual as part of achieving SOC 2 Type I certification in under 60 days.

Empowered customer experience team to reduce average client onboarding time by 80% and ticket resolution time by 90% with in-house products and tools.

Architected recommendation and behavioural prediction systems to personalize programming, improving resident health, longevity, and length of stay in clients' communities by 30%, with Sentry, Mixpanel, and AWS CloudWatch providing visibility into user behaviour, application health, and production performance.

BRANDON BAY

613-501-3811 | br@ndonbay.ca

EDUCATION

University of Ottawa **Honours Bachelor of Science, Computer Science**
2006-2011 Computer Science Student Association, 2006-2011
Board Member, School of Electrical Engineering & Computer Science, 2009-2011

SELECTED PAST EXPERIENCE

Zaius **Senior Software Engineer**
2018 Ruby on Rails, TypeScript, React, MySQL
Boston, MA Increased average email open and click rates for product users by up to 60%.
Architected the new customer segment manager, reducing time to create highly targeted mailing lists and analyze campaign performance by up to 50%.

Amazon **Software Development Engineer, Alexa Data Services**
2017-2018 JavaScript, React, Java, AWS
Boston, MA Increased the number of queries reviewed by data analysts each day by 20% with application UX improvements.
Improved the success rate of Alexa's skill selection and response time.

Curata **Software Engineer**
2015-2017 JavaScript, React, Python, PostgreSQL, AWS, RethinkDB
Boston, MA Increased sales funnel retention rates for Curata's customers and their clients by redesigning the data attribution and presentation system of the Content Marketing Platform.

Brightcove **Software Engineer**
2014-2015 JavaScript, Angular, Node, AWS
Boston, MA Opened a new revenue stream by creating Brightcove's first live video player interface.
Improved its advertisement playback to assist customers in monetizing their content.

Mitel **Software Developer, MiContact Centre**
2012-2014 C#, F#, MSSQL Server, WPF
Ottawa, ON Beat release deadlines through the creation of in-house tools to improve developer efficiency, improved the user interface of the product, and expanded the functionality of the localized resource manager.

COMMUNITY LEADERSHIP

Riverside South Community Association

2023-Present: Director of Civic Engagement

Technovation

2026: Technovation Challenge Mentor

Make Housing Affordable

2023-2025: President & Chair

Silverlines Philanthropy Corporation

2012-2014: Founder & Chief Operations Officer

Additional Involvement in community building, advocacy, and charity with over a dozen organizations since 2004