Joshua Zink-Duda

Experience

2024–2025 **Senior Software Engineer**, Aurora Solar

Led backend initiatives focused on billing and customer retention

- Designed and implemented key components of a new dunning process, a system for managing overdue payments, to improve revenue recovery and customer retention
  Technologies: Python | Next.js | Zuora
- Built the integration for a new customer self-serve signup app, supporting a product-led growth initiative that drove 400+ new customer signups in 6 months
  Technologies: Ruby on Rails | Packwerk
- Developed an auto-reload feature for a customer credit-tracking application, ensuring accurate billing for self-serve customers
  Technologies: Python | AWS SQS | Terraform

2021–2024 **Software Engineer**, Aurora Solar

Drove projects around authentication and core product features

- Proposed and led a rewrite of the Single Sign-On (SSO) system to eliminate manual onboarding, enable self-service configuration, and improve customer autonomy, leading to a 90% reduction in engineering support for SSO
  Technologies: Ruby on Rails | OpenID Connect | PostgreSQL
- Drove the effort to internationalize the backend codebase, delivering features 2 weeks early and accelerating company-wide translation efforts
  Technologies: Ruby on Rails | rails-i18n | Crowdin
- Automated duplicate project detection, reducing duplicates by 36% and saving customers $100k over 12 months while eliminating hours of manual support work
  Technologies: Ruby on Rails | PostgreSQL
- Architected a milestones feature, collaborating with product and engineering to refine scope and deliver a streamlined MVP which improved customer reliability and trust
  Technologies: Ruby on Rails | PostgreSQL
- Conducted 15+ behavioral and technical interview for candidates ranging from junior to staff levels

2016–2021 **Software Engineer**, Panera Bread

Developed and maintained enterprise applications supporting customer experience and operations

- Promoted to team lead in 2019, owning architecture, project management, and feature prioritization while continuing hands-on development and QA
- Designed, developed, and deployed 200+ APIs for an Enterprise Service Bus (ESB) handling 5+ million daily transactions, including integrations with Apple and Facebook for authentication and syncing customer data from Salesforce
  Technologies: WSO2 ESB | Oracle SQL | JMS Queues
- Built scheduled Java services using Spring to ingest thousands of daily records from third-party vendors, such as customer surveys and order tracking, into internal Panera systems
  Technologies: Java | Spring
- Automated deployments of ESB and Java services using Ansible and Rundeck, increasing deployment speed and reducing manual intervention
  Technologies: Ansible | Rundeck

Education

2016 **Bachelor of Science**, Vanderbilt University
Majors: Computer Science, Mathematics
Minor: Astronomy

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