Bryan Wadsworth

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Work Experience

08/2024 – present
Phoenix, AZ

Lead Engineer
Bespoke Tech Solutions
- Guiding software development processes in a startup environment, leveraging extensive experience in platform engineering.
- Implementing CI/CD pipelines to streamline development and deployment workflows.
- Crafting solutions using modern tech stacks like Next.js and react-native for diverse projects, including business apps, mobile apps, websites, and games.
- Managing platform engineering while expanding responsibilities to encompass broader technology strategy and implementation.

09/2019 – 06/2024
Tempe

Eng - SaaS Platform Systems
GoDaddy
- Utilized Jira Service Desk API and workflow automations to streamline processes, increase efficiency, and seamlessly integrate with product development teams.
- Facilitated seamless integration with for services and support fulfillment.
- Created apps using node.js and python to integrate with Jira Service Desk.

12/2018 – 09/2019
Scottsdale

System Analyst II
GoDaddy
- Spearheaded migration efforts at GoDaddy to transition from outdated proprietary ticketing systems to Jira Service Desk for all customer services and support teams
- Collaborated with leaders to develop product workflows and establish dashboards and analytics for tickets in flight, facilitating the successful launch of new DIFY services products
- Facilitated the migration of NPS systems to Qualtrics and implemented custom integrations with Jira to streamline "close the loop" workflows for agents handling NPS responses

08/2016 – 12/2018
Scottsdale

Professional Web Services - Design Support Team
GoDaddy
- Created custom hosting solution for internal tools and resources using Nginx, MySQL, and PHP
- Created internal tools and resources for agent and customer onboarding and reference as well as resources for sales teams to educate potential customers on web design and services offerings.

09/2013 – 06/2014
Phoenix Metro

Advanced Hosting Support - T2
GoDaddy
During my time with GoDaddy's Advanced Hosting Support team I was responsible for second tier support, escalations, and training for up to a few hundred inbound and hosting support representatives at any given time.

Education

12/2005 – 12/2008

Computer Science
Mesa Community College

Skills

SaaS Platform Administration

Linux System Administration

Site Reliability and Uptime

Workflow Automation

React

NextJS

Typescript

Postgres

Python

PHP

AI Agent Integration

Docker