

Patrick O'Neill

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Software engineering manager and leader specializing in full-stack SaaS application development. Experienced leading multiple agile teams to deliver business value at a predictable, sustainable cadence. Strong bias for action and data and observability-driven decision making. Believer in leading people with empathy, emphasizing psychological safety, endowing work with a sense of community, and empowering software engineers to do their best work.

Experience

Brightcove (*acquired*) – brightcove.com (Jul. 2015 - Present)

Director, Software Engineering (Jan. 2023 – Present; Boston, MA/remote)

- Led an international organization of 5 teams with 4 managers and 30 software engineers
- Oversaw development of media player software responsible for *4 billion media streams per month*
- Stewarded the popular Video.js open source project, used on over 750,000 websites, starred by 38,000 developers on GitHub.
- Planned and led development of year-long Web/Smart TV SDK, written in TypeScript, enabling customers to implement media playback across traditional browsers and Smart TVs (Tizen and WebOS). Improved on Brightcove Player in key time-to-first-frame metric by an average of 25%
- Oversaw integration of acquired HapYak interactive video technology and full rewrite of HapYak's APIs on top of the Brightcove platform
- Spearheaded an initiative to improve responsiveness to customer cases and reported defects. Reduced the average age of tickets from peak by 50%
- Involved in product and engineering strategy, defining roadmaps, role definitions/leveling, compensation planning, and organization design
- Guided teams in adoption of scrum methodologies successfully, leading to more predictable delivery
- Organized company-wide annual *Hack Week* event for 150+ engineers including guiding individuals on ideation and self-organizing teams, designing and ordering t-shirts, productizing successful projects, guiding the judging process, and coordinating prizes for winning hack teams
- Ran monthly *Show & Tell* event for all of engineering, emphasizing non-judgmental enthusiasm, curiosity, continuous learning, and career growth

Manager, Software Engineering / Senior Manager, SE (Nov. 2019 – Jan. 2023; Boston, MA/remote)

- Manager for three teams - Brightcove Player, Android SDK, and iOS SDK - with 10+ direct reports
- Delivered Brightcove Player 7.0 alongside Video.js 8.0, a major step forward in modernization, reducing the size of the player assets by 5% and improved time-to-first-frame by 7%
- Rebuilt Android SDK team offshore after their US office was closed as part of reorg
- Re-staffed Brightcove Player team after reorg and attrition; convincing the leadership of the need and the value of the team
- Guided team members with empathy on the transition to full-time remote work during COVID-19 while maintaining team productivity and morale

Senior Software Engineer / Staff Software Engineer (Jul. 2015 – Nov. 2019; Boston, MA/hybrid)

- Led development of new features for the Brightcove Player in JavaScript

- Core contributor to Video.js
- Overhauled CI/CD (TeamCity) pipelines to reduce duplication and increase reliability
- Managed Player releases with a canary deployment strategy: A/B testing using in-house analytics piped into Graphite/Grafana database to detect anomalies only present in production traffic
- Created open source tools to ease integration of Brightcove Player with modern web applications and frameworks like React
- Rewrote analytics beaconing implementation to provide more accurate data about playback state
- Created SSAI (server-side ad insertion) implementation
- Speaker at annual Brightcove PLAY conferences (2018, 2019)

The Groundwork (*closed*) – thegroundwork.com / timshel.com

Senior Software Engineer (Oct. 2014 – Jul. 2015; remote)

- Built an admin panel prior to launch for *Hillary For America* using Ember.js and Python/Flask.
- Provided support and bug fixes in the campaign's early days for their website.
- Built tools to be used by campaign developers to kick start projects of varying types.

Kindling (*acquired*) – kindlingapp.com

Lead UI Developer (Jan. 2012 – Oct. 2014; New York, NY)

- Architect, build, and manage a large, well-tested JavaScript application.
- Defined front-end coding standards and source control workflow.

Parsons The New School for Design – newschool.edu

Part-time/Adjunct Faculty (Aug. 2011 – Dec. 2013; New York, NY)

- Instructed students in the fundamentals of how modern websites and applications are built.
- Primarily teaching basic HTML, CSS, and JavaScript/jQuery to sophomores in the Design & Technology and Communications Design programs.

Earlier Software Development Experience

- **Lofty** (*closed*) - Senior Front-end Developer (Aug. 2011 – Nov. 2011; New York, NY)
- **Meetup** (*acquired*) - UI Engineer (Sep. 2010 – May 2011; New York, NY)
- **Huge** - Developer / Senior Developer (Apr. 2008 – Sep. 2010; Brooklyn, NY)
- **ICx Technologies** - Web Designer/Developer (Jan. 2006 – Mar. 2008)

Education

The University of the Arts (*closed*) / Bachelor of the Fine Arts, Painting & Drawing, with Honors / Philadelphia, PA / Sep. 2000 – May 2004