Alan Gilbert

alan.h.gilbert@gmail.com
(434) 906-6581
www.gooduk.net

Experience

Ticketmaster

Sep 2021 – May 2026 Los Angeles, CA

Ticketstoday uses a lottery process to fairly allocate tickets to high-demand concert on-sales. I supported its full feature lifecycle. I worked with product ownership to scope and ship new features across admin tooling, a web storefront and downstream services. I owned features end-to-end, and drove modernization across our stack.

- Implemented NFT gating for the Ticketstoday platform
- Unified scattered microservices under one shared backbone
- Java, .NET, javascript, css, react, kubernetes, gitlab, AWS

FullStory

Oct 2019 – Sep 2020 Atlanta, GA

As a member of the ingestion team, I supported the in-browser javascript and server-side Go code that records the raw user action and DOM mutation data that drives FullStory's search and replay at sustained megabytes-per-second throughput. I also contributed to the playback interface.

- Extended protobuf to support new event types
- Detected and fixed errors in playback
- Golang, typescript, protobuf, vanilla JS, k8s, Google Cloud

Relay Foods, Door to Door Organics, Imperfect Produce

Dec 2016 – Oct 2019 San Francisco, CA

I supported a subscription-based grocery website. Initially hired onto Relay Foods, my team and I grew a software stack across 3 corporate owners. We had 4 domain-specific microservices and served hundreds of subscribers across dozens of states. The event-sourced order service paid for its complexity with auditability and flexibility.

- Implemented bin-packing algorithms to seed user carts
- Supported internal inventory management tooling
- Javascript, FSharp, css, postgresql, AWS, github

Additional Experience

Musictoday
Dec 2011 – Nov 2016 Crozet, VA

Full-service merchandising for musicians. Helped design and implement an asynchronous message bus that reduced database thrashing and simplified data flows. .NET, Java, javascript, css, SQL Server, AMQP

Kinnser Software
Oct 2010 – Nov 2011 Austin, TX

Case management software for home health and hospice agencies. Added features and UI improvements to a Coldfusion application. Coldfusion, css, MySQL

Digital Proctor
May 2009 – Oct 2010 Austin, TX

Online classroom security software. Used keypress timing data to identify users against a stored profile. Designed and implemented core cluster analysis algorithm. J2EE, MySQL

Patient Care Technology
July 2005 – Dec 2008 Atlanta, GA

Case management software focusing on Medicare-funded home health agencies. Nurses used tablets in the field, often without internet. I maintained the data synchronization process. Proprietary language