

ASH KELLERMAN

Technical lead & senior engineer

Waikato, New Zealand | ash@kellerman.nz | <http://kellerman.nz>

With over a decade of experience in the tech industry, I bring a wealth of knowledge and expertise to my work. Juggling the demands of a thriving career with the joyous chaos of raising three kids under the age of three, life is nothing short of an adventure. My ultimate life goal? To explore the world with my family while achieving financial independence.

In both my professional and personal life, I'm drawn to finding efficient solutions. Whether it's optimizing workflows at work or simplifying tasks at home, I enjoy streamlining processes to make life easier and consistent.

I believe in making the most of the time we have on this earth. With a deep appreciation for life's moments, I am driven to maximize my impact and contribute positively to the world around me.

Oh and let's not forget my beloved German Shepherd, Luna, who brings joy and companionship to our daily adventures.

WORK EXPERIENCE

MEDALLIA

Senior Software Engineer | Feb 2023 – Current

After Medallia acquired Mindful I was retained as an full time employee.

As a Engineer at Medallia, I worked on a Survey tool that specializes in capturing real-time, actionable customer feedback. It seamlessly integrates with CCaaS like Genesys Cloud to empower businesses with immediate insights into customer satisfaction and experience.

- Designing and implementing advanced features on the backend for customer facing APIs & internal tools / extensions.
- Leading technical discussions and decisions to drive forward project objectives.

- Collaborating closely with project managers, QA, and SOC teams to ensure seamless application functionality with high quality and security in mind.
- Mentoring junior developers, managing external vendors/contractors fostering a culture of continuous learning and excellence.

MINDFUL

Senior Web Developer | Jan 2022 – Jan 2023

Mindful is a platform that provides customer experience solutions and technology for holding calls in enterprises. It is designed to deeply integrate with existing technologies within days, allowing enterprises to transform their customer experience quickly and efficiently. Mindful's solutions aim to make it easier for customers to get answers, empower employees, and enhance the efficiency of brands.

MEA MOBILE

Engineering Team Lead | May 2021 – Jan 2022

Engineer | Aug 2019 – Jun 2021

During my tenure at MEA Mobile, I began as a developer and gained valuable experience for over a year. As the company experienced growth, I transitioned into a leadership role where I managed the backend API team. In this capacity, I oversaw the development and maintenance of backend APIs, ensuring their efficiency, scalability, and alignment with project objectives. This role allowed me to further develop my leadership and technical skills while contributing to the success of our projects.

NETVALUE

Engineer & SEO Specialist | Jun 2018 – Aug 2019

At NetValue, I got to dip my toes into different parts of the web industry. I wore multiple hats, handling SEO and marketing clients while also pitching in with project coordination. To make things run smoother, I geeked out on automating internal processes. And thanks to NetValue's diverse toolkit, I got to play around with various frameworks and systems, picking up some neat tricks along the way.

"I'll stop here before this becomes a scroll of death, but feel free to ask me about it. Past ventures from here include me being an agency owner, tertiary tutor, and even a barista, haha."

EDUCATION

ONLINE COURSES | PRESENT

LARACASTS, CODECOURSE, UDEMY | Present

AWS CLOUD PRACTITIONER CERTIFICATION

AWS | 2020

DIPLOMA IN WEB DESIGN AND DEVELOPMENT (LEVEL 6)

ATC NEW ZEALAND | 2017

DIPLOMA IN SOFTWARE DESIGN AND DEVELOPMENT (LEVEL 6)

ATC NEW ZEALAND | 2016

NEW ZEALAND CERTIFICATE IN INFORMATION TECHNOLOGY (LEVEL 5)

WAIKATO INSTITUTE OF TECHNOLOGY | 2013