



Jillian Magsaysay

Strategic Engineering Leader | Architecture, Technical Vision & Boots-on-the-Ground Engineering

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LEADERSHIP & ENGINEERING SKILLS

LEADERSHIP MISSION

My mission is to build engineering organizations that turn ambiguous problems into scalable, reusable systems. I create clarity across architecture, code, customers, and teams; coach sound judgment; and stay close enough to the work to help people deliver technology they understand, own, and trust.

AI, AUTOMATION & ITERATION

- Right tool for the right job: Spec Kit for organization, Claude Code for architecture, Codex for implementation, and Gemini for research
- Context-grounded AI across repositories and APIs
- Human-in-the-loop architecture refinement
- Reusable agent skills and self-teaching systems
- Automated benchmarking, regression, and E2E pipelines

ENGINEERING LEADERSHIP

- Organization design and hiring
- Engineering-manager leadership and coaching
- Multi-team portfolio leadership
- Roadmaps, estimation, and delivery

ARCHITECTURE & EXECUTION

- Hands-on system architecture
- Developer platforms and open source
- Solution architecture and field engineering
- Architecture discovery and technical spikes

QUALITY & ENABLEMENT

- Customer-journey acceptance testing
- Technical documentation and developer education
- Architecture diagrams and marketecures
- Engineering content and customer enablement

PROFESSIONAL EXPERIENCE

mydecisive.ai

VP of Engineering (Co-founder) | Sep 2023 – Present

ENGINEERING LEADERSHIP & MANAGEMENT

- **Built the engineering organization and made delivery predictable.** Hired 12 engineers and three contractors and ran roadmap, estimation, and delivery planning; established predictable engineering capacity through Monte Carlo forecasts calibrated against Jira estimates and work-item start and end times, with engineering buy-in and accurately predicted deliverable timing.
- **Removed a critical field-engineering bottleneck.** As primary solution architect and only field engineer, built mdai-labs for Platform & Tooling (SmartHub), encoding repeatable installation and solution knowledge without new headcount; reduced a multi-day assisted evaluation to a five-minute self-service sandbox, with 12 of 12 internal engineers and four of five customers installing successfully.
- **Architected and launched two open-source initiatives from zero.** Built Platform & Tooling (SmartHub) on a company-wide OpenTelemetry platform and shaped Control plane (Octant) across architecture, multivendor telemetry, documentation, and release readiness through a shipped, phased, approximately three-month plan that reconciled a four-week business target with a four-month engineering estimate.
- **Built the technical go-to-market foundation.** Equipped the business with an AI-assisted engineering-content flywheel, architecture diagrams and marketecures, quickstarts, architecture videos, open office hours, and the marketing website.

HANDS-ON ARCHITECTURE & ENGINEERING

- **Built a context-grounded feasibility engine.** Crawls architecture and API artifacts to generate and human-validate constraints, limitations, and alternatives in approximately seven minutes before engineering commits to a proof of concept that can consume four to eight weeks.
- **Built automated release and deployment systems.** Encoded each solution bundle into benchmarking, regression, end-to-end, and release validation for every SmartHub build, then extended delivery into centralized GitOps governance with Argo CD across solutions, environments, and teams.
- **Designed Control plane (Octant) for independent validation.** Authored primary documentation, built the JSON-driven frontend content layer, kept core implementation delegated for objective end-to-end testing, and made multivendor telemetry fidelity a release criterion by validating semantic loss and compatibility as vendor-native telemetry translated through OpenTelemetry.
- **Raised open-source supportability through coaching.** Aligned frontend and backend engineers around consumer outcomes and drove a public error-code and troubleshooting reference so users could resolve known failures without opening a ticket.

New Relic, Inc.

Head of Engineering - Incubator | Sep 2022 – Jun 2023

- **Oversaw a seven-initiative incubator portfolio.** Managed quarterly planning and delivery commitments across initiatives ranging from network monitoring to application relationship and dependency systems.
- **Managed a 15-person engineering organization.** Held 15 direct reports, including two engineering managers and 13 engineers, across the incubator portfolio.
- **Negotiated portfolio transitions as priorities changed.** Oversaw roadmap changes and transitioned or sunset initiatives while keeping scope and delivery commitments explicit.

TECHNICAL SKILLS

Current capabilities grouped by engineering domain; exploration is labeled explicitly.

- **OBSERVABILITY PLATFORM ARCHITECTURE:**

Company-wide OpenTelemetry platform architecture and technical leadership; OpenTelemetry solution design and observability best practices; Telemetry pipelines and on-the-wire data processing; Semantic fidelity and multivendor protocol translation; Grafana dashboards and observability visualization; Mock and synthetic data plus solution-oriented OpenTelemetry manifests to prove platform-solution efficacy

- **PLATFORM ENGINEERING & DELIVERY:**

Kubernetes; Argo CD and centralized GitOps governance; Docker and container image creation; GitHub Actions and delivery workflows; GHCR; Bash, Just, and Make process automation

- **CLOUD & DISTRIBUTED SYSTEMS:**

AWS technologies (Fluent); CloudFormation, Lambda, and API Gateway; SNS and SQS; Event-driven architecture

- **LANGUAGES & APPLICATION DEVELOPMENT:**

Backend: Node.js (current); Python and Go (refreshing); Java, .NET, and Rails (past); Frontend: JavaScript, TypeScript, and React

- **DATA PLATFORMS & STORAGE:**

Prometheus and PromQL; GreptimeDB and Valkey; DynamoDB, GraphQL, and SQL; S3 and other object storage

- **ARCHITECTURE & ENGINEERING PRACTICE:**

System architecture and event-driven systems; Dependency and relationship graphs; Context repositories, reusable agent skills, and self-teaching systems; Algorithm design and code review; TDD, CI/CD, Clean/SOLID, and lean architecture

- **EXPLORING NEXT:**

Rust; Svelte; WebAssembly (Wasm); Apache Iceberg and other cold-storage architectures; OpenTelemetry + Apache Arrow roadmap; ClickHouse

New Relic, Inc.

Lead Software Engineer - Incubator | May 2021 – Sep 2022

- **Built reusable relationship maps.** Mapped hosts and resources to golden signals and correlated behavior; the technology was later reused across New Relic visualizations.
- **Turned customer gaps into technical discovery.** Used direct customer input and rapid prototypes to move concepts through scope definition, system design, and the SDLC.
- **Independently authored a customer-cost-first telemetry architecture.** Designed event-driven ingestion, pre-egress compression, and remote fleet control. The proposal was not adopted; other teams later delivered related control-plane capabilities.
- **Advanced OpenTelemetry adoption.** Promoted a shared agent-ingest format; native OTLP later became New Relic's preferred path, implemented by other teams.

Slalom

Software Architect / Lead Senior Software Engineer | Jan 2019 – May 2021

- **Architected an elastic commerce foundation.** Designed a confidential client's end-to-end order lifecycle with a reported 0.05% error margin. The platform now reports 180M+ annual orders and 99.99% uptime across global kiosk deployments. The reusable Slalom pattern remains in use at 10+ companies, with follow-on systems handling up to 1.5M TPS.
- **Led event-driven data platforms on AWS.** Designed and implemented serverless ETL systems while using lean architecture, technical discovery, and architecture spikes to reduce delivery risk.
- **Reduced architecture risk before implementation.** Used research, technical spikes, and stakeholder review to test client and platform decisions before delivery.
- **Built quality into the delivery path.** Established CI/CD and pull-request gates, test-driven development, and production observability.
- **Built engineering community and mentorship.** Founded a distributed algorithms group and mentored three engineers through a women-focused career program.

Launch Forth

Senior Lead Software Engineer | Nov 2017 – Jan 2019

- **Led a cross-functional platform team.** Coordinated frontend, backend, UX/UI, and QA around shared platform outcomes.
- **Owned platform requirements and architecture.** Translated stakeholder needs into workflows and system designs with engineering, design, and product partners.
- **Ran delivery from definition through release.** Defined the SDLC across requirements, design, implementation, testing, CI/CD, stakeholder updates, and iterative releases.
- **Stayed directly accountable for implementation.** Maintained approximately 60% code ownership in two-week sprints while leading reviews and quality standards.
- **Restored delivery predictability.** Raised sprint completion from 10% to 90% through disciplined planning, ownership, execution, and encouragement.

Mondo Robot

Senior Software Engineer, Projects Lead | Jul 2016 – Nov 2017

- **Built reusable foundations across six industries.** Built web and mobile systems plus project starters that placed applicable engagements approximately two weeks ahead of schedule.
- **Made integrations and delivery practices easier to inherit.** Integrated third-party APIs and CMS platforms and documented onboarding, project startup, and engineering guidelines.
- **Raised the frontend engineering baseline.** Founded a frontend standards group and mentored junior and mid-level engineers in weekly 15-minute discussions.

EARLIER EXPERIENCE

- **10-4 Systems, a Trimble Company** — Sr. UX Engineer / Full Stack Engineer | Aug 2014 – Jul 2016
- **Markit** — Web Developer II (.NET/MVC) | Jun 2013 – Nov 2014
- **Kronos** — Application Consultant | Jun 2012 – Aug 2013
- **University Information Technology Services (UITS)** — Consultant Supervisor | Jan 2011 – Jun 2012