

# Lance Lacoste

PRINCIPAL PLATFORM ENGINEER · SYSTEMS ARCHITECT

New Orleans, LA

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## Summary

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Platform engineer and systems architect who designs the foundational platforms that reduce organizational complexity and take engineering out of the operational loop. 15+ years architecting internal developer platforms, multi-tenant synchronization systems, distributed event-driven architectures, and paved-road CI/CD for organizations operating 400+ microservices. Architectural ownership across post-acquisition and high-growth environments where ambiguous ownership, legacy tooling, and operational drift had to be rationalized into coherent platforms.

## Core Competencies

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<b>Platform &amp; Architecture</b>	Platform Engineering, Internal Developer Platforms (IDP), Platform-as-a-Product, Systems Architecture, Distributed Systems, Event-Driven Architecture, Multi-Tenant Systems, Paved Roads & Golden Paths
<b>Infrastructure &amp; Cloud</b>	AWS, Kubernetes, Terraform, Docker, CI/CD Systems, Infrastructure as Code, Site Reliability Engineering (SRE), SLO/SLI, Observability
<b>Engineering Leadership</b>	Modernization Initiatives, Technical Strategy, Engineering Standards, Cross-Team Enablement, Mentorship
<b>Languages &amp; Runtimes</b>	Elixir, Python, Ruby, JavaScript, Bash, PowerShell

## Selected Platform Systems

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### Apollo

*56 customer environments*

#### MULTI-TENANT SALESFORCE SYNCHRONIZATION PLATFORM

- Architected bidirectional Salesforce synchronization with full per-tenant isolation — each org runs a dedicated application, Heroku Connect pipeline, and Terraform-provisioned Postgres — syncing 214K entities/day with zero cross-tenant blast radius.
- Designed a self-healing, NOTIFY-driven recovery engine — concurrency-safe job claiming (SKIP LOCKED), idempotent upserts, exponential backoff, and automatic dead-lettering — that has recovered 100% of failed syncs without manual intervention across a year in production with zero outages.
- Saved over \$100K/year in Salesforce licensing by designing Apollo to eliminate an otherwise-required paid integration seat across all 56 customer orgs.
- Reduced Salesforce API consumption via Bulk-API-by-default ingestion and incremental delta sync, with runtime per-tenant schema generation that makes onboarding a new synced object a configuration change, not code.

### Portal Manager

*250+ instances · 46 operators*

#### INTERNAL SELF-SERVICE PROVISIONING PLATFORM

- Built a LiveView self-service platform that lets Customer Success provision full customer environments end-to-end — orchestrating Terraform, Kubernetes (AWS EKS), and container builds through GitHub Actions — replacing a developer-gated manual process.
- Scaled provisioning to 120+ deployments/day, with idempotent create/reprovision modes and a multi-stage deployment state machine that let non-engineers retry safely without corrupting state.
- Rebuilt the primary config editor — where Customer Success spends most of its day — as a LiveView that loads instantly and streams tooling in asynchronously, replacing a legacy view that took up to 30s to become interactive.
- Designed org-scoped RBAC and SHA-verified config promotion — versioned diffs with mandatory production notes — to safely delegate production deploys to non-engineers.

### Juno

*200+ portals unified*

#### CENTRALIZED WEBHOOK INTAKE & ROUTING PLATFORM

- Consolidated webhook intake across 200+ customer portals behind a single authenticated entry point — third-party providers integrate once, with no awareness of individual portals, replacing per-portal authentication that was duplicated and inconsistently implemented.
- Implemented per-provider signature verification, exactly-once-style delivery via SQS FIFO content deduplication (keyed on provider event ID and type), and dead-lettering after three failed receives.
- Standardized disparate Stripe and Postmark payloads into a unified internal event model on a dynamic-dispatch design extensible to new providers without bespoke code.
- Selected SQS over Kafka — multi-consumer fan-out handled by routing to per-consumer FIFO queues rather than a broadcast log, avoiding Kafka's operational overhead and required expertise for the workload.

# Professional Experience

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## Remembers LLC

Remote

PRINCIPAL PLATFORM ENGINEER

Sept. 2023 – Present

- Architected and shipped three production platforms end-to-end (Apollo, Portal Manager, Juno — detailed above), serving operations across 56 tenant environments.
- Designed paved-road CI/CD frameworks and deployment patterns for engineering teams operating 400+ microservices, lifting release cadence and removing per-service operational toil.
- Led modernization of a post-acquisition business unit, establishing modern CI/CD, infrastructure automation, and observability standards across the engineering org.
- Defined technical standards, modernization roadmap, and long-term platform strategy in partnership with engineering leadership and architecture stakeholders.
- Mentored engineers across distributed systems, platform engineering, and software architecture.

## Veriforce

Covington, LA / Remote

PRINCIPAL DEVOPS ENGINEER

2021 – 2023

- Architected Kubernetes-based deployment infrastructure replacing legacy container orchestration across a post-acquisition engineering organization, giving teams a consistent deploy path.
- Designed standardized deployment workflows that improved release consistency and reduced operational overhead across teams.
- Introduced event-driven integration patterns to improve cross-system scalability and reduce point-to-point coupling.
- Established infrastructure standards and operational practices across newly consolidated systems with architecture leadership.
- Mentored engineers in infrastructure automation, CI/CD, and platform reliability.

## iSeatz

New Orleans, LA

LEAD DEVOPS ENGINEER

2017 – 2021

- Led organization-wide modernization of cloud infrastructure, CI/CD, and observability, establishing modern platform engineering practices across the engineering org.
- Automated infrastructure provisioning and deployment workflows for dozens of applications using Infrastructure as Code principles.
- Reduced cloud operational costs by 20%+ through architectural optimization and infrastructure rationalization.
- Designed scalable CI/CD infrastructure that automatically provisioned pipelines for newly created applications.
- Led container orchestration adoption for production workloads and contributed materially to PCI compliance initiatives.

## Lucid

New Orleans, LA

LEAD DEVOPS ENGINEER

2016 – 2017

- Architected CI/CD systems and infrastructure standardization patterns supporting organization-wide engineering workflows.
- Reduced cloud infrastructure costs by tens of thousands of dollars per month through architectural redesign.
- Introduced container orchestration to improve deployment consistency and resource utilization.
- Built centralized monitoring and alerting to improve operational visibility across production services.

## General Electric · Capital & Oil & Gas

DEVOPS & CONTINUOUS DELIVERY ENGINEER

2015 – 2016

- Architected CI/CD systems supporting customer-facing enterprise applications across two GE business units.
- Built developer onboarding, infrastructure automation, and monitoring tooling that streamlined provisioning, delivery, and pipeline visibility.
- Guided engineering teams in Agile, CI/CD, and test-driven development practices.

## Force Multiplier Solutions

New Orleans, LA

SOFTWARE DEVELOPER → SENIOR SOFTWARE ARCHITECT

2011 – 2015

- Led development of fleet management, operational analytics, and customer-facing platforms supporting business operations.
- Designed software systems responsible for millions of dollars in revenue and significant operational cost reduction.
- Managed technical direction and stakeholder engagement across multiple concurrent product workstreams.

# Education

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## University of New Orleans

New Orleans, LA

M.S. COMPUTER SCIENCE

## University of New Orleans

New Orleans, LA

B.S. COMPUTER SCIENCE · B.S. MATHEMATICS