

# KRISHNA DIAMESSO

Senior Backend Software Engineer | APIs, Distributed Systems, Cloud

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## SUMMARY

Senior backend software engineer with 5+ years building production web systems, APIs, payments, integrations, background processing, search, and cloud-based services. Strong experience in object-oriented design, relational databases, distributed workflows, observability, and application security. Primarily production experience in Ruby on Rails, with a strong foundation in backend engineering principles transferable across modern application stacks.

## EXPERIENCE

### Senior Software Engineer — Copper CRM

Oct 2024 – Aug 2026

San Francisco, CA · Remote

- Led end-to-end development of tenant cloning and provisioning workflows, automating replication of custom navigation settings and reducing manual setup time by 80% for newly provisioned B2B customer accounts.
- Designed and shipped team-management and permission features controlling user access to Google Sync, import/export, team settings, and other functionality.
- Diagnosed and resolved recurring calendar-sync failures, introducing targeted observability that reduced production incidents.
- Optimized Elasticsearch search with n-gram indexing, enabling mid-name substring matching while keeping index size under 5% growth.
- Mentored 2 engineers, reviewed backend PRs, authored solution-design documentation, and led engineering discussions around application security.

### Full Stack Developer — Mentorly

Apr 2023 – Sep 2024

Montreal, QC · Remote

- Implemented Stripe Connect for payment processing, including conditional credit-card logic and delayed-charge functionality.
- Built survey, feedback, and Excel reporting workflows that centralized mentorship-program data collection, reducing manual reporting time by 70% for program administrators.
- Built and maintained integrations with Zoho CRM, HubSpot, and Vitals, synchronizing customer and mentorship data across third-party platforms.

### Ruby on Rails Developer — WordJack Media

Jan 2022 – Apr 2023

Toronto, ON · Remote

- Designed automated scheduled email reports using background jobs, reducing manual report-generation time by 75%.
- Led end-to-end delivery of a Rails-based customer payment application using Stripe, translating business requirements into implementation, testing, deployment, and production support.

## SKILLS

**Backend & APIs:** Ruby on Rails, Ruby, Go, Python, REST APIs, Backend Performance

**Databases & Search:** PostgreSQL, MySQL, Elasticsearch

**Background Jobs & Queuing:** Resque, GoodJob, RabbitMQ, Redis

**Cloud & DevOps:** AWS, Docker, Heroku, CI/CD, GitHub Actions, Google Cloud

**Frontend:** JavaScript, React, Alpine.js, Hotwire, Tailwind, Bootstrap

**Testing & Monitoring:** RSpec, Minitest, Integration Testing, Sentry, New Relic

**Agile & Collaboration:** Agile, Code Review, Git, Technical Documentation

## EDUCATION

**Graduate Diploma, Business Administration** - Laval University

**Master's Degree, Entertainment Business** - Full Sail University

**Bachelor of Arts & Sciences** - College of St. Scholastica