

Alec Pagliarussi

Staff Software Engineer · Full-Stack, Backend-Focused · Technical Lead

Ontario, Canada · alec.paglia@gmail.com · linkedin.com/in/alecbp · github.com/AlecBp · alecpagliarussi.me

SUMMARY

Staff Software Engineer and technical lead at ServiceTitan, a publicly traded ~\$1B-revenue SaaS platform for trades businesses. Leads one of the teams behind its cloud contact-center product, owns several of its core services, and built the shared libraries, caching and resilience layer, and usage-based billing integration that services across the platform run on. Backend-focused full-stack engineer in C#/.NET, TypeScript/Node.js, React, Kafka, MongoDB, PostgreSQL, and Kubernetes on Azure. Takes products from requirements to production, builds them to stay reliable under failure, and grows engineers into strong owners.

SKILLS

Languages & runtimes	C# / .NET, TypeScript / JavaScript (Node.js), SQL, Java, Python
Backend & data	Microservices, REST and GraphQL APIs, MongoDB, PostgreSQL, event-driven systems (Kafka, Azure Service Bus), caching and graceful degradation (Redis), authentication and authorization (SSO, OAuth/JWT, Keycloak), API gateways, Snowflake
Frontend	React, TypeScript, backend-for-frontend (BFF) patterns
Cloud & reliability	Azure, Kubernetes, Docker, Terraform, AWS, CI/CD, Grafana, Prometheus, Kibana, SLIs/SLOs and alerting, on-call and incident response, Cypress end-to-end testing
Leadership	Technical lead, architecture and design reviews, engineering design documents, mentoring, hiring and interviewing
AI-assisted engineering	Agentic coding workflows, spec-driven development, reusable coding-agent playbooks

EXPERIENCE

Staff Software Engineer

May 2025 – Present

ServiceTitan (NASDAQ: TTAN) — cloud operating platform for residential and commercial trades businesses · Remote, Ontario, Canada

- **Tech lead for one of the teams** building the company's cloud contact-center product (telephony, call routing, AI call analytics and virtual agents, billing, reporting): own several of its core services end to end, set technical direction, run design reviews, and grow engineers into owners who drive their own initiatives; shipped every quarterly roadmap on time.
- **Designed a Redis read-through cache for the platform's most critical dependency** that keeps serving cached data through its outages: 6x less outbound traffic and a 95–98% hit rate, so upstream incidents stopped cascading into the product.
- **Built the shared libraries used by every service on the platform:** an authorization and policy package, a telephony client that switches backends without a redeploy, and the standard service-to-service client SDK.
- **Built usage-based billing for the AI virtual-agent product:** per-call metering with idempotent, retry-safe reporting that survives billing-system outages, plus end-to-end monitoring; authored the product's billing architecture roadmap.
- **Set the team's standard pattern for Kafka and Azure Service Bus consumers** (real-time status streams, automated customer provisioning at onboarding); rewrote a high-volume sync job from full rewrites to incremental updates, cutting downstream load.
- **Own features from requirements to production** (design docs, Cypress end-to-end tests, SLOs with error-budget alerting, dashboards, CI/CD) and standardized that release process across teams with shared test helpers and deployment/rollback runbooks.
- **Led adoption of AI-assisted engineering across the organization:** spec-driven workflows and reusable coding-agent playbooks for design docs and diagrams; delivered an org-wide talk on microservice authentication patterns.

Senior Software Engineer

Aug 2022 – Apr 2025

ServiceTitan — online scheduling and contact-center products · Remote, Ontario, Canada

- **Co-led the migration of 30+ production services from AWS ECS to Kubernetes** with minimal downtime; owned the MongoDB cluster migration and the upgrade to MongoDB 7 across all instances.
- **Removed the throughput ceiling on the platform's highest-volume Kafka topics** by moving from single-partition to keyed multi-partition consumption while preserving per-entity ordering; cut over live consumers with zero message loss or duplication.
- **Built the core services and APIs of a customer-facing online booking product** (scheduling and availability services, contractor and scheduler APIs and frontends), including a Reserve with Google integration refactor for backward compatibility.

- **Led the design of a public partner-integration API** and built automated customer provisioning for a major product launch; led the move to SSO via a token server, bringing access-related support tickets to their lowest level on record.
- **Led the call-routing feature set for the contact-center product:** React admin UI plus an API layer that isolates the product from the underlying telephony platform; migrated existing customer data with backward compatibility and shipped on time with zero post-launch issues.
- **Owned production support for the scheduling platform for a year**, clearing the escalation backlog and raising code coverage to 80% on core repositories; required automated tests for every feature the team shipped and ran technical interviews across levels.

Software Engineer I / II

Apr 2021 – Aug 2022

HomeX — *Schedule Engine, an online scheduling platform for home-services contractors (acquired by ServiceTitan, Aug 2022)* · Toronto, Canada

- **Built features across the stack of an event-driven microservice platform:** GraphQL and backend-for-frontend services in TypeScript/Node.js, Kafka event streaming between services, MongoDB data models, and React UIs for customer- and contractor-facing parts of the product.
- **Delivered the first end-to-end observability for a ~50-service platform:** a common metrics standard, instrumentation in every service, and Prometheus/Grafana dashboards and alerting, giving most services monitoring for the first time.
- Resolved dozens of critical customer-facing production issues in the first three months on the support rotation, clearing the escalation backlog.

Earlier

2015 – 2021

- **Software Engineer (contract), George Brown College Research & Innovation, 2020 – 2021:** led a small team building a web application from zero to production (React, Node.js, GraphQL, MongoDB, Redis, Twilio, WebSockets).
- **Volunteer Software Engineer, Working Women Community Center, 2020 – 2022;** Robotics Teacher and founder of a 3D-printing shop, Brazil, 2015 – 2018.

EDUCATION & AWARDS

Advanced Diploma, Computer Programmer Analyst — George Brown College, Toronto

2018 – 2021

- Computer Technology Departmental Award; IEEEExtreme competitive programming: 11th in Canada, top 12% worldwide (2020); 20th in Canada (2019).