

Michael Vittiglio

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SUMMARY

A passion for technology and sharing wisdom has given me a skillset that resonates with helping my employers share their vision with prospects, customers, and the general public.

SKILLS

- Technical sales expertise with **MEDDPICC** and other similar methodologies.
- Full stack development across several languages, platforms, and roles.
- DevOps technologies include orchestration tools, Kubernetes, and other deployment tools/systems.
- Content creation for internal and public consumption (documentation, presentations, etc.)
- Confident public speaker

RECENT EXPERIENCE (Sales and Support; *see following pages for developer work*)

—Enterprise Senior Solutions Engineer, Unleash—

Remote — January 2023 - September 2023

Demonstrating the Unleash Platform to prospective customers in a technical capacity. Also, I worked to establish best practices and general content to satisfy the sales team's requirements.

Accomplishments

- Created a full-stack demo environment to illustrate the usage and benefits of the Unleash platform.
- Written several published blog posts on several topics around flagging (involving streaming services and software testing).
- Established best practices for deal hygiene, including coaching (via call recording), general policies around trials and demonstrations, Hubspot automation, etc.

—Senior Solutions Engineer, LaunchDarkly—

Remote — October 2019 - August 2022

Demonstrating the LaunchDarkly Platform for prospective (and existing) customers while acting as a technical resource for account executives (SMB and Enterprise).

Accomplishments

- Twice awarded "President's Club" for earning significantly above the yearly quota.
- Acquired the title "**Game Industry Champion**" for initiatives serving the game industry.
- Developed many software solutions (mobile, web-based, server-based) across many different languages to help demonstrate the LaunchDarkly platform.
- Coached new and existing solution engineers
- Developed internal and external-facing documentation, blog posts, and videos for educational purposes.

—Senior Support Engineer, Sysdig—

Remote — July 2017 - October 2019

Ensuring Sysdig clients were served with the best possible support to address concerns and technical problems. Documenting the product for internal and external resources was also a core responsibility.

Accomplishments

- Consistently highest performing engineer on the support team.
- Coached internally to improve the overall performance of the department.
- Documented the platform for support resources and customers alike.

EXPERIENCE (development, management, and IT)

—Software Developer, Agora/WB Games NY—

Troy, NY— March 2015-July 2017

Developed back-end services to accommodate 3rd party game requirements, including several AAA titles. This work was also developed with documentation and automated testing to ensure reliability. Work included SDK maintenance in C++, C# (Unity3D), Java, backend services in Python and Javascript, and load testing in Groovy.

Accomplishments

- Participated in developing services for Doom (2016), Injustice, and other WB titles.
- Developed load-testing suites to ensure title launches were successful.
- Developed various endpoints and services for user-generated content support (UGC)

—Mobile Developer, Amplify Education—

New York City, NY — August 2012-April 2014

Starting as an Android developer with Unity as a hobby, I quickly became Amplify's "**Unity guy**." My initial development was what led to **Unity** being adopted by the company as a standard platform for interactive software and the creation of the "science team," which worked to make prototypes for **iOS** and **Android**.

Accomplishments

- **Developed & documented best practices for Unity development.**
- **Developed/architected** initial simulations, which helped lead to the company's adoption of Unity as the primary interactive software platform.
- Worked almost exclusively with Agile development methodologies.

—General Manager, Voyant Vision—

Troy, NY — July 2010-July 2012

From "Junior Developer" to "General Manager," there were many hats to be worn at this Mohawk Valley startup. My responsibilities included **development + architecture**, coordinating with clients, and resource allocation.

Accomplishments

- **Architected AUVIS (Automated Under-Vehicle Inspection System)**
- Integrated Voyant Machine Vision SDK from C to Visual Basic to enable customer compatibility.
- Sole developer of the Android Mohawk Valley Snowmobile Map app as contracted.
- Coordinated with prospects and clients regarding SoW and milestones for ongoing work.

—Senior MIS Engineer, Advent Software—

Manhattan, NY — Sept 2000-Sept 2006

Managed the daily IT requirements for three satellite offices (the NYC office being the Sales hub of Advent Software), including laptop/desktop/server setup, upgrades and repairs, new hire onboarding, services maintenance (EG account/email creation, DHCP, DNS, firewalls, phone services, backups)

Accomplishments

- **Maintained a constant state of white-glove support for ~100 employees across three offices in 3 states for 6 years.**
- Implemented a system-wide upgrade from NT 4.0 to Windows 2000 (including Active Directory migration from Novell Netware)
- Rolled out a new remote location in downtown Boston.

Recent Personal Projects

As a Solutions Engineer, I was frequently given the chance to use my development skills to expound on the value of the platforms we were demonstrating. These efforts were essentially solo endeavors (visual and audio assets aside)

- [Launch!](#) - Full game written to highlight the benefits of using feature flags throughout the development cycle (for more than just features)
 - [Companion docs](#) - Home page for the **Launch!** game
- [LaunchDarkly Unity Plugin](#) - Boilerplate SDK intended to lower entry costs when trying LaunchDarkly with the Unity Game Engine. The basic demo was also used on mobile devices for demonstrations during events such as **DevOps Days** and **Amazon Ignite**.
- [LaunchDarkly UE4 Plugin](#) - Boilerplate SDK to enable UE4 features to work as natively as possible with LaunchDarkly. Supports **BluePrints**, **C++**, and **Android** builds
 - [LaunchDarkly UE4 Demo](#) - Companion Demo to highlight the use of the Plugin
- [Unleash NextJS Demo](#) - Fullstack NextJS application with flags throughout used in demonstrations to exemplify flags for support, backend, frontend usage, automation demonstrations, etc.

Published Blog Posts

An important skill when working in tech is communication. I've taken pride in explaining the complex in simple terms in person, as video posts, and with the written word. Please see the list below of a few examples of my work.

- [So, what exactly is runtime control?](#) - An overview of how flags can be used beyond the widespread use of feature management.
- [Streaming flags is a paper tiger](#) - Dispelling the myth that break-neck update speeds are a must-have in the flagging space.
- [Game dev using LaunchDarkly](#) - An introduction to game development using LaunchDarkly via custom plugins (those mentioned above).