

# Joe Pettit

SENIOR SOFTWARE ENGINEER

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*Software Engineer who founded and exited Statusy (acquired by PagerDuty), with deep technical expertise in incident response, fintech, and developer tooling. Combines engineering excellence with business education to build pragmatic solutions that prioritize user experience over technical perfection. Thrives in fast-paced environments tackling complex technical challenges by exploring solutions others dismiss or overlook. Passionate about creating technology that serves real user needs.*

## Experience

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### PagerDuty

SENIOR SOFTWARE ENGINEER - DEVELOPER EXPERIENCE (FOUNDING TEAM)

Feb 2025 - Present

- Co-founded Developer Experience team after advocating for improved developer workflow
- Leading AI/LLM enablement initiatives improving developer productivity
- Implementing company-wide Internal Developer Platform (Backstage) adoption serving 400+ engineers
- Establishing metrics collection and analysis for developer experience using Python and REST APIs

### PagerDuty

SENIOR ENGINEER & TECHNICAL PRODUCT OWNER - INFRASTRUCTURE DELIVERY

Apr 2023 - Feb 2025

- Engineer on team managing CI/CD pipelines for entire engineering organization using CircleCI, Buildkite and Argo/ArgoRollouts
- Managed CircleCI, Buildkite, ArgoCD, Atlantis, and Terraform
- Drove adoption of Infrastructure as Code practices using Terraform, Docker, and Kubernetes
- Initiated developer experience improvement thread leading to dedicated team creation

### PagerDuty

SOFTWARE ENGINEER - PRODUCT DEVELOPMENT

Dec 2017 - Apr 2023

- Built PagerDuty's first internal status page from greenfield using Elixir and REST APIs
- Architected and delivered round robin scheduling microservice handling 100K+ daily operations - first extraction from Rails monolith in the incident workflow space
- Led distributed systems architecture using Kafka, Aurora Postgres, and Erlang
- Mentored interns and junior engineers during rapid team growth

### Statusy

FOUNDER & LEAD ENGINEER

Jan 2016 - Nov 2020

- Bootstrapped SaaS product from concept to commercial success using Flask and JavaScript
- Achieved five-figure annual revenue with minimal investment and GCP infrastructure
- Built complete REST API backend with responsive JavaScript frontend
- Successfully acquired by PagerDuty in 2018
- Product technology integrated into PagerDuty's platform

### Plaid

PRODUCT SUPPORT ENGINEER

Jun 2016 - Sep 2017

- Built internal tools and automation using Python improving support team efficiency
- Solved complex data integration challenges with HTML parsing and mobile API workarounds financial institutions
- Provided technical guidance to developers implementing fintech REST API integrations
- Designed and maintained web scrapers with sophisticated technical workarounds using Linux systems
- Managed sensitive financial data access with strict security protocols and compliance requirements

### Virtkick

APPLICATION ENGINEER

Apr 2015 - Jun 2016

- Employee #1 following acquire of open source hosting control panel (SpacePanel)
- Architected distributed server-agent system for virtualization management using Node.js and C++
- Built secure pull-based architecture allowing firewalled machines to receive commands over encrypted tunnels
- Implemented KVM/libvirt integration for hypervisor management on Linux systems
- Contributed to libvirt open source project through deep virtualization work
- Rapidly mastered Node.js as net-new technology, delivering production code within weeks

## Skills

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<b>Programming Languages</b>	Elixir, JavaScript, Python, Node.js
<b>Cloud &amp; Infrastructure</b>	AWS, GCP, Terraform, Docker, Kubernetes
<b>DevOps &amp; CI/CD</b>	CircleCI, Buildkite, ArgoCD, ArgoRollouts, Atlantis
<b>Distributed Systems</b>	Microservices Architecture, Kafka, Aurora Postgres, Redis, Distributed Erlang
<b>Web Technologies</b>	Flask, Rails, REST APIs, Phoenix, WebSockets
<b>Leadership &amp; Business</b>	Team Founding, Product Development, Startup Experience, Developer Experience, Technical Mentoring

## Projects

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### Bootstrapped SaaS status page solution achieving five-figure ARR before successful acquisition by PagerDuty

STATUSY

Dec 2015 - Dec 2019

- Built complete full-stack application from concept to commercial success
- Achieved sustainable five-figure annual recurring revenue with minimal investment
- Implemented scalable Flask backend with responsive JavaScript frontend
- Successfully negotiated and completed acquisition by PagerDuty in 2018
- Technology and features integrated into PagerDuty's core platform

### Open source hosting control panel that attracted acquihire interest from Virtkick, leading to Employee #1 position

SPACEPANEL

Dec 2014 - May 2015

- Developed open source web hosting control panel with intuitive user interface
- Built modular architecture supporting multiple hosting providers and server configurations
- Gained sufficient market traction to attract acquisition interest from virtualization startup
- Successfully transitioned project through acquihire to join Virtkick as founding employee
- Established foundation for later distributed virtualization platform development

### Developer-focused cloud hosting service built on Virtkick platform to validate product-market fit and eliminate traditional support overhead

BITKUMO

Dec 2015 - May 2016

- Founded cloud hosting service specifically targeting developer customers to reduce support costs
- Successfully dogfooded Virtkick platform in production environment for 6 months
- Implemented streamlined onboarding and self-service model eliminating traditional support tickets
- Validated core platform functionality and identified key product improvements
- Demonstrated cost savings model by passing reduced support overhead to customers

## Education

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### Atlantic Cape Community College

ASSOCIATE IN BUSINESS ADMINISTRATION

Aug 2009 - May 2011

- Relevant Courses: Industrial Psychology, Business Law, Accounting, Information Systems, Management

### Thomas Edison State University

BACHELOR IN BUSINESS ADMINISTRATION

Jul 2011 - May 2013

- Relevant Courses: C Programming, C++ Programming, Java Programming, Business Policy, Project Management, Organizational Theory, Finance, Social Media Marketing, System Analysis & Design, Managerial Communication