Adrian Madrid

Staff Backend Engineer

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Distributed Systems | Payments | Reliability | Ruby on Rails

PROFESSIONAL SUMMARY

Staff backend engineer with 20+ years designing and operating high-integrity distributed systems and large-scale payment pipelines.

- Led architecture and delivery of a multi-method payment platform, improving transaction reliability and cutting mean-time-to-recovery.
- Built event-driven services using Ruby on Rails, Kafka, PostgreSQL, and AWS, implementing idempotent workflows and full observability.
- Established payment data handling boundaries and production data privacy controls enforced in CI.

TECHNICAL SKILLS

Languages & Frameworks: Ruby, Ruby on Rails

Data: PostgreSQL, PostGIS, MySQL, Redis

Messaging & Async: Kafka, Amazon SQS, Sidekiq

Cloud & Infrastructure: AWS, Google Cloud Platform (Cloud Run, Cloud SQL, Cloud DNS), Kubernetes, Docker, Terraform / OpenTofu

CI/CD & Delivery: GitHub Actions, CI/CD, TDD

Observability & Reliability: Prometheus / Grafana, OpenTelemetry, New Relic, Sentry, k6, Reliability Engineering

Architecture: System Design, REST / JSON

AI: AI-assisted development / coding agents

PROFESSIONAL EXPERIENCE

pmtbox, Orem, UT — May 2026 – Present
Senior Software Engineer

- Designed and shipped a versioned public API and its projection pipeline in Ruby on Rails, with declared payload contracts and idempotent retries.
- Built the production-data privacy program end to end — safe development data, automated policy enforcement, and fail-closed safeguards.
- Stood up an isolated staging environment with automated deploys; managed cloud infrastructure as code and led production migrations without downtime.
- Owned reliability and observability — SLOs, dashboards, and alerting defined as code, queue and latency instrumentation, alert-noise reduction, and load testing to find saturation points before production did.
- Authored architecture decision records and made each standard enforceable in CI rather than in review; built tooling so AI-assisted development ships under the same automated guardrails.

Acima Credit, Draper, UT — Nov 2013 – Apr 2026
Senior / Lead Developer

- Owned architecture and delivery of distributed payment systems (ACH, card, virtual card, and alternative methods) across 10+ processor and bank integrations on Kubernetes, Docker, and AWS, with fail-closed safeguards on settlement.
- Architected event-driven services with Ruby on Rails, Kafka, SQS, Sidekiq, PostgreSQL, Redis, and AWS, creating idempotent workflows and DLQ/backfill strategies with replay tooling.
- Defined reconciliation guarantees and ledger-adjacent schemas that provided full traceability and enabled safe backfills.
- Implemented structured logging, correlation IDs, distributed tracing, and SLO-driven monitoring, cutting payment-incident recovery from hours to minutes.
- Authored ADRs and migration plans, and led 100+ production migrations without downtime through phased rollouts and cross-team design review.
- Mentored 10+ engineers through pairing and design review, establishing shared ownership and clearer design-review practices.

North Point Advisors, Springville, UT — Sep 2010 – Aug 2013
Lead Developer

- Led backend architecture and API redesigns across multiple applications, improved reliability and maintainability through schema and deployment changes.
- Collaborated with stakeholders to translate business requirements into durable technical solutions.

HyperXMedia / Prefab Markets, Sandy, UT — Jun 2002 – Feb 2009
Lead Developer

- Managed web development and Linux infrastructure; implemented deployment and monitoring practices to improve uptime.

SELECTED PROJECTS

timeworxs.com — this resume, as a build pipeline
Astro site on Cloudflare Workers where every resume fact lives in one typed module, rendered to both a styled page and a deliberately plain ATS view that generates the PDF — so the document a reader downloads cannot drift from the site they read it on.

EDUCATION

Brigham Young University

Coursework in Information Management — No degree