

Ben Merritt

Software Engineer

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github.com/b-a-merritt

Software engineer with 5 years of experience building **distributed, event-driven systems**. Primary owner of the agent workspace and evidence service used by every Lyft support agent; led the in-house replacement of a third-party ticketing platform, raising agent satisfaction from 2.0 to 3.8 out of 5.

Experience

June 2025 – Present

Software Engineer (L4), Lyft, Support Platform

Promoted L3 to L4 after one year (June 2026)

- Primary owner of 2 of the Support Platform team's 12 services and on-call for 6. Set technical direction for both owned services and review changes from the other teams that ship into them.
- Led the replacement of a third-party ticketing platform with an in-house Next.js agent workspace, reaching feature parity in one year with one other engineer. Every Lyft support agent now works in it, **agent-reported satisfaction rose from 2.0 to 3.8 out of 5**, and 5 teams ship features into it.
- Designed and built the support evidence service with a second engineer, consolidating photos, video, audio, and documents from 5 internal and third-party sources. Centralizing evidence meant **GDPR compliance was built once instead of in every service**, clearing the way for expansion into GDPR markets. Wrote the design doc; 3 teams from other orgs now ship to it.
- Initiated a move from wildcard to finer-grained Envoy permissions across all 12 team services, closing over-broad access and exposing dead endpoints; **deleted 20,000+ lines** of them along with their service calls.
- Rewrote the TypeScript runtime configuration client used by **every Lyft frontend service**, the only language client that had drifted from Lyft's cross-language spec.
- Root-caused an outage that stopped support ticket creation (a new caller in another service hit a missing index and overloaded the database) and owned the postmortem, whose action items added tracing of long-running queries back to their source.

Tech: Distributed systems, event-driven architecture, TypeScript, Python, PostgreSQL, DynamoDB, Envoy

Aug 2022 – June 2025
2 years 11 months

Software Engineer, Soul Refiner

- **Architected and built most of the platform** on a small engineering team: the Node.js/Express API, PostgreSQL schema, Next.js web app, and real-time notification system with mobile push.
- Traced slow startups and intermittent overflow crashes to a popular dependency injection library's array-based lookups; **patched it to use a hashmap** so the codebase could keep growing on it.
- Built and shipped a React Native app with 50+ screens to Google Play and the App Store **a month ahead of schedule**.
- Moved video-on-demand delivery off Vimeo to signed URLs on AWS without degrading playback, removing a recurring vendor cost.

Tech: TypeScript, Node.js, Express, PostgreSQL, React Native, Next.js, AWS

Dec 2021 – Aug 2022
9 months

Software Engineer, Radency

- Built and documented the application's design system in React and Storybook, giving the frontend a shared, reusable component library.
- Increased **unit test coverage of the frontend by 20%**.

Tech: TypeScript, Python, React, Storybook, Flask, Jest, Cypress

Education

Dec 2026

Regis University – Master of Science in Software Engineering

With honors | GPA 4.0

Dec 2025

Regis University – Bachelor of Science in Computer Science

Magna cum laude | GPA 3.88