

Ronaldo Parson

Software Engineer

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🔗 [LinkedIn \(linkedin.com/in/876naldo\)](https://linkedin.com/in/876naldo) </> [GitHub \(github.com/876Naldo\)](https://github.com/876Naldo)

SUMMARY

Operations QA Lead at TickPick, where support issues get traced to their root cause and routed to the team that can fix them. Spent three years running remote frontline operations teams while building the internal tools and data pipelines they ran on, and was peer-voted **Most Innovative 2025**. Looking for an internal role in technical operations, internal tools or forward-deployed engineering.

EXPERIENCE

Operations Quality Assurance Lead	TickPick	Oct 2026 – Present
•Own first response on product and process issues across operations. Monitor live support volume and agent channels, separate user error from systemic defects, and escalate by severity, pulling engineering and leadership into urgent incidents and filing the rest as reproducible bug reports. •Track each issue against live ticket volume until the fix holds, and keep frontline teams current on known issues and workarounds. •Design SOPs and processes across customer-facing teams, and maintain the operations team's reporting and internal tooling. •Traced a cluster of order fulfillment errors to an internal event-mapping rule, then worked with the CTO and VP of Operations to correct the rule and resolve the affected orders. •Identified a seller payment discrepancy hidden by a UI bug and traced it to a failed processing job sitting in a dead-letter queue. The stuck batches were reprocessed and the affected sellers paid.		
Operations Team Manager	TickPick	Oct 2023 – Oct 2026
•Led and handled real-time support for multi-region frontline operations teams, as the escalation point for operational issues across business functions and the team's go-to for internal troubleshooting across tools, hardware and connectivity. •Built full-stack internal tools in domains such as process compliance, workforce management and team communications, used day to day by operations management. •Built an operations data pipeline with Dagster, Polars and SQLite for performance and workforce management data, powering operations-critical dashboards and reports. •Traced a misconfigured survey trigger that left 63,000+ surveys unsent over 8 months, proved it with data, and drove the reconfiguration of the trigger process. •Investigated anomalies in survey delivery data, using HMAC-SHA256 hashed emails to keep customer PII out of the analysis, then automated a daily anomaly check posted to Slack. •Took part in UAT for the company's internal admin platform and identified multiple workflow risks, including order concurrency race conditions, and proposed a WebSocket-based implementation for safe handling through a live-updating action history and active-viewer indicators.		
Customer Care Specialist	TickPick	Jul 2023 – Oct 2023
Customer Care Specialist · Technical Support	Comcast	Feb 2023 – Jun 2023
Customer Care Specialist	Cimpress (Vistaprint, Pens.com)	Oct 2022 – Feb 2023
Customer Service Representative	Celebrity Cruises	Dec 2021 – Oct 2022
Assistant General Manager	Fusion Sports Bar & Grill	Jun 2020 – May 2021

PROJECTS

NorthStar KB (ronaldoparson.com/projects/northstar-kb)

AI-native knowledge base platform that turns scattered policy documents into a semantically searchable source of truth, with collaborative authoring, structured approval workflows, and AI agent integration via a built-in MCP server.

Memorandums

(ronaldoparson.com/projects/memorandums)

Slack-native compliance platform: memo distribution, acknowledgment tracking, four-phase automated escalation engine. Replaced a fully manual compliance workflow.

SKILLS

Languages

TypeScript, Rust, Python, SQL

Backend

Bun, Node.js, Hono, Axum, Zod, OpenAPI, GraphQL, WebSockets, Logto

DevOps & Cloud

GitHub Actions, Docker, Playwright, Google Cloud, Cloudflare Workers, Vercel, SigNoz, OpenTelemetry, gitleaks, Semgrep, Trivy

Frontend

Next.js, React, Dioxus, Tailwind CSS, shadcn/ui, Base UI, Motion, Three.js, TanStack Query, Chrome Extensions (Manifest V3)

Databases

PostgreSQL, SQLite, pgvector, Qdrant, Redis, Drizzle ORM, SQLx, Diesel, SeaORM

Data & ML

Polars, Dagster, Databricks, Omni, Burn, Candle

EDUCATION

Business (Diploma)
Islington, Jamaica · GPA 3.8 · 2015–2020

Horace Clarke High School

CXC: English A (Grade 1), Principles of Business (Grade 1), EDPM (Grade 1), Social Studies (Grade 1). City & Guilds: Mathematics (Level 3).

AWARDS

Most Innovative (Peer Voted)
TickPick

2025