Luca Masters

Staff Software Engineer

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EXPERIENCE

Cratejoy, Remote — Staff Software Engineer

June 2022 - Jan 2024

Headed backend integration for platform-wide hosting transition to Shopify for ecommerce marketplace and vertically integrated SAAS tools

Implemented conversion funnel improvements

Cratejoy, Remote — Senior Software Engineer

June 2020 - June 2022

Implemented sales tax integration with TaxJar (Stripe) using Kafka

Reduced support ticket volume through new customer-facing subscription management and self-help tools

Improved CI/testing infrastructure performance and reliability

Cratejoy, Austin TX / Remote — Software Engineer

Feb 2019 - June 2020

Developed customer messaging system to drive buyer/seller engagement

Built merchandising tools to improve CVR

Implemented system for handling payment disputes

Cratejoy, Austin TX — Merchant Support Engineer

May 2015 - Feb 2019

Supported high value sellers with custom web development support, developing new features, and implementing bug fixes

Improved ticket resolution time by automating support tasks and building new internal tooling

EDUCATION

East Carolina University, Greenville NC — Bachelor of Science (B.S.), Computer Science and Philosophy

2000 - 2005

Graduated magna cum laude

TECHNOLOGIES

Python (Flask, Jinja),
Javascript (React, Backbone,
jQuery), SQL (Postgres,
Redshift), HTML, CSS, Git,
*nix, Sentry, REST APIs,
Shopify, Kafka, Memcached,
Redis, rq, GraphQL, CircleCI,
Apache Webpack, Docker,
Amazon Web Services (AWS),
Kubernetes (K8s)