CARMEN MENSAH

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SUMMARY OF QUALIFICATIONS

- Backend engineer who likes small, well-tested services and clear runbooks.
- Experience across 3 employers, most recently as Senior Backend Engineer at Copperline Software.
- Comfortable owning a service end to end: design, build, deploy and on-call.
- Known for clear communication with colleagues and for following work through to the end.

EDUCATION

University of Manchester — **Manchester**
BSc Computer Science — *2015*

PROFESSIONAL EXPERIENCE

Copperline Software — **Toronto, ON**
Senior Backend Engineer — *Jun 2023 – Present*

- Built and maintained REST APIs used by 24 internal teams and two mobile apps.
- Reduced cloud spend on staging by shutting down idle environments overnight.
- Wrote the design doc for the new search service and ran the review with three teams.
- Paired with the security team to remove secrets from config and rotate keys automatically.

Brightwave Systems — **Toronto, ON**
Backend Engineer — *Oct 2019 – Apr 2023*

- Designed the event model for order tracking and reviewed every schema change with the data team.
- Wrote integration tests and contract tests; raised coverage on the core service from 41% to 78%.
- Worked with product managers to break large features into weekly releases.
- Reviewed pull requests daily and kept the team style guide up to date.

Brightwave Systems — **Toronto, ON**
Backend Developer — *Dec 2015 – Aug 2019*

- Cut p95 response time on the checkout service from 900 ms to 240 ms by reworking queries and caching.
- Added structured logging and tracing so incidents could be traced across services in minutes.
- Built an internal CLI that cut new-engineer setup from a day to an hour.

PROJECTS

Open-source rate limiter library (side project)

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

Hackathon: real-time bus tracker

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

RESEARCH & PUBLICATIONS

A case study of incident reviews — **2023**

- Short paper shared internally and at a local meetup.

TECHNICAL SKILLS

Languages & tools: Node.js
General: Git, Docker, Linux, REST APIs, CI/CD
Languages: English (Native), Spanish (Conversational)

PostgreSQL

CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Scrum Fundamentals

EXTRA-CURRICULAR ACTIVITIES

- Mentor for a school careers programme, helping students with CVs and mock interviews.

- Member of a community choir.
- Volunteer at a local food bank twice a month.

REFERENCE

Isabel Popescu
Senior Lecturer, Lumen Health Tech
Contact: isabel@example.com