

Billy J. Rhoades

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Experience

Stealth Startup

Software Consultant

Remote

Jan 2026 – Mar 2026

I developed the next generation market feed ingest system. It was a multi platform, WebSocket-streamed, Rust microservice system on EKS that achieved high availability through redundant streams and sharded ticker distribution.

Rippling

Staff Software Engineer | Devices

Remote

Oct 2023 – Jan 2026

I was Staff Engineer at large for Devices, roughly four teams and 30 people. Our scrappy Inventory and Device Management product supported 200k devices, but was built for 20k (on a good week). I leveled-up the org, bringing a vision and technical rigor that had been absent. My major focus was the Rust-heavy Client software team as the first Rustacean hired.

- Brought Rust agent uptime from 90% to 99% MacOS, 50% to 96% Windows
- Reduced client software incidents from weekly to less than quarterly
- Designed, shipped, and migrated events to a new device-side event orchestrator
- Cut weekly incidents to bimonthly via phased rollouts and CI smoke tests
- Solved multi-month incident pattern: 2k req/s blocking API calls, saved \$10k+/mo
- Drove reorg from vertical product teams to horizontal platform teams

ngrok

Senior Software Engineer | Tech Lead

Seattle, WA

Jun 2023 – Aug 2023

Oct 2019 – Apr 2022

Hired as employee #9, I used Golang, Rust, Kubernetes, and gRPC to reshape the developer CLI tool that exposes local services to the internet “online in one line”. I was ngrok’s second tech lead with significant impact and influence. I led (and later managed) the Network Edge team. We built out application features on ngrok’s HTTP, TLS, and TCP tunnels such as federated auth (OAuth, OIDC, SAML), compression, IP restrictions, load balancing, and more.

- Built a [ill-advised Redis module](#) in hackathon; ran in prod 3+ years
- Transformed tunnels from immutable to dynamically updated via config re-resolution
- Architected and led federated identity for tunnels: OAuth, SAML, OIDC
- Led [ngrok’s next generation platform, Cloud Edges](#) to launch
- Debugged Postgres query planner failures on billion-row table; fixed via tuning
- Hackathon: added prod-like K8s cluster in CI for PRs requiring full e2e test pass

ngrok Seattle, WA
Engineering Manager | Network Edge Apr 2022 – Jun 2023

- Managed major on-prem client relationship through contract renewal (10%+ ARR)
- Led process creation: SDLC, per-team oncall, postmortems, onboarding
- Shipped years-long [GSLB project](#) eliminating regional boundaries
- Cut key event bus service deploy times from 5 to 1.5 hours (10's hrs/wk saved)

Cerner Corporation Kansas City, MO
Senior Software Engineer | Team Lead Sept 2018 – Oct 2019
Associate Senior Software Engineer June 2016 – Sept 2018

I owned a neglected Django monolith, Patient Portal, and tried to keep it afloat. We survived several incidents, major product pushes, DoD, and VA audits. At the end of my tenure, I was a tech lead manager for 7 fresh graduates.

- Improved releases from 7 workplans and 2 hrs of CI jobs to 2 plans and 15 mins
- Developed pageletized (iframe-embeddable) versions of Patient Portal flows
- Built out the containerized Patient Portal in EC2 using Packer and Chef
- Prototyped massive Python 2.7→3.4 and Django 1.7→2.0 conversion

Missouri S&T Rolla, MO
CS Grader and TA Aug 2015 – May 2016
Student Lead | Desktop Infrastructure Dec 2014 - Nov 2015
Desktop Engineer | Desktop Infrastructure May 2013 - Jun 2014
Student Lead | IT Help Desk Feb 2011 - May 2013

batee.com Rolla, MO
Software Consultant May 2015 - July 2015

Developed a proprietary C program for testing Corvette instrument panels. Ran on a PIC16F1789 with embedded display and four buttons.

Bayer St. Louis, MO
Service Performance and Reliability Co-op Jun 2014 - Dec 2014

Projects

- 🔗 **adaptive_backoff:** Adaptive exponential backoff Rust crate, 300k+ downloads
- 🔗 **suspend-time:** Cross-platform crate to track time, excluding system sleeps
- 🔗 **httpot:** HTTP honeypot with infinite fake directories to trap crawlers
- 🔗 **dlux:** Tiny Rust daemon for controlling monitor hardware brightness

Tech

Languages: Rust, Golang, Nix, C++, Python, \LaTeX , Bash
Platform/Infra: Linux, Arcane Windows APIs, Kubernetes, Redis
MongoDB, PostgreSQL, gRPC, GNU Toolchain

Education **Computer Science B.S.** Spring 2016
Missouri University of Science and Technology