

CLAY ROBERTS

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PROFESSIONAL SUMMARY

Software Engineer and Product Owner with five years building developer tools and platforms for Fortune 500 enterprises. Over a decade of prior leadership experience managing teams in fast-paced, high-accountability environments. Comfortable in the gap between engineering and everyone else; translating complex technical systems into clear documentation, actionable requirements, and communication that actually lands.

SKILLS

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|------------------------------------|---------------------------|-----------------------|
| • Python | • Flask | • JavaScript |
| • API Development | • Kubernetes | • AWS |
| • Kafka | • Grafana / OpenTelemetry | • Git |
| • MongoDB | • PostgreSQL | • Agile Methodologies |
| • Customer Relationship Management | | |

EXPERIENCE

Software Engineer / Product Owner | *Digital.ai* | Remote June 2020 – Present

- Designed and deployed a provider-agnostic LLM service wrapper with OpenAI-compatible API, enabling seamless integration across multiple LLM providers with comprehensive Grafana/OpenTelemetry observability on K8s infrastructure.
- Led AI-powered customer review analysis initiative using YAKE-based keyword extraction and event-driven architecture (Kafka), delivering actionable insights for Fortune 500 clients.
- Led product ownership of a Backstage-based internal Developer Hub, defining requirements and roadmap for a developer portal scoped for both internal teams and customer-facing deployment.
- Assumed product ownership of the value stream management service, translating business requirements into technical roadmap while maintaining delivery velocity across multiple concurrent projects.
- Developed Python-based microservices architecture with emphasis on observability, maintainability, and scalability. Driving architectural and technical decision-making across engineering teams.
- Produced diagrams, and documentation for enterprise customers with strict security and compliance requirements.

Department Manager | *PetSmart* | Woodstock, GA February 2010 – August 2020

- Led a team of 7–15 employees through the full training pipeline. Preparing new hires for corporate grooming academy and completing their certification training post-graduation. All while managing daily operations, financials, inventory, and sales targets in a fast-paced, high-accountability environment.
- Owned customer expectation management and safety oversight for staff, clients, and animals simultaneously, developing the composure and communication instincts that don't come from a classroom.

Team Leader | *Lambda School (BloomTech)* | Remote January 2019 – January 2020

- Mentored and coached cohort members through the data science curriculum, supporting performance and keeping teams on track through a rigorous remote program.

EDUCATION

Data Science | *Lambda School (BloomTech)* | January 2020