

ASHLEY NARCISSE

Staff Software Engineer

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SUMMARY

Staff Software Engineer with 10+ years of experience building scalable platforms and leading complex technical initiatives across identity, authentication, and infrastructure domains. Proven track record of delivering high-impact projects that drive business outcomes—from reducing enterprise onboarding times by 99% to saving hundreds of gigabytes in critical database infrastructure. Skilled at balancing technical excellence with cross-functional collaboration and team leadership. Known for transforming complex migrations into seamless customer experiences while maintaining positive team culture through organizational change.

SKILLS

JavaScript, TypeScript, Java, Kotlin, C#, PYTHON, RUST, PHP, Javascript, TypeScript, Java, Kotlin, C#, PYTHON, RUST, PHP, Node.js, Dotnet Core, Ktor, React, Next.JS, ExpressJS, NestJS, Github Actions, Single Sign-On, SAML, Open ID Connect, Flask, GCP, AWS, Kubernetes, Terraform, Github Actions, Datadog, Grafana, Prometheus, Docker, CI/CD, RabbitMQ

EXPERIENCE

10/2020 - 10/2025

Staff Software Engineer

Apollo GraphQL

- Defined strategic roadmap for identity platform and next-generation permissions architecture.
- Designed and delivered self-serve Single Sign-On (SSO) configuration that reduced enterprise onboarding from 2 weeks to 2 minutes, eliminating need for Technical Support and Customer Success involvement.
- Led enterprise SSO v2 migration across 200+ customers during company break, ensuring zero-downtime transitions through proactive monitoring and real-time issue resolution.
- Deprecated PingOne integration, saving tens of thousands in annual vendor costs while improving platform security posture.
- Drove critical database optimization that freed 172GB in production (17% disk utilization reduction), mitigating major risk in company's core database infrastructure.
- Built foundational Identity Service capabilities enabling authentication for Billing, Operations, Customer Communications, and Cloud Router, reducing auth complexity and delivery timelines across product.
- Established comprehensive observability framework using Datadog, improving incident response times and system health monitoring across Team Astro.
- Created direct communication channels with Customer Success and Support teams, establishing model for engineering-customer collaboration that eliminated management mediation.
- Developed comprehensive SSO runbooks that empowered support teams to resolve incidents independently, significantly reducing escalations and interrupts.

06/2019 - 10/2020

Weston, FL

Senior Software Engineer

Ultimate Software

- Designed and engineered a holistic employee directory built with React and GraphQL, integrating various third party sources
- Lead DevOps initiatives to transform team SDLC as they migrated to Google Cloud Platform

06/2016 - 06/2019

Weston, FL

Software Engineer

Ultimate Software

- Led a team of 5 on building a resilient logging platform with dynamic dashboard, providing in-depth insights and metrics. Leveraged nodejs, dotnet core, RabbitMQ, Splunk, Prometheus, InfluxDB, and Grafana.
- Migrated 30+ codebases from TFS & SVN to Git, while providing teams with tools and training to facilitate transition efforts
- Implemented an introduced monitoring and alerting toolchain in 30 applications, which previously wasn't in place. Overall, MTTRs (Mean time to Resolution) went from ~2days to <1hr.
- Built an internal Application Health Status Page that kept users informed during outages, reducing te
- Built an e2e testing infrastructure that helped bring build times from 15 to ~3minutes
- Standardized a Application Development and Incident Response Playbooks combining best practices across various cells, leading to more reproducible project outcomes from a technical delivery standpoint
- Led design and engineering efforts for a check logging and tracking system that would enable the Check Printing division to improve their throughput
- Designed built an internal platform where employees can donate, via a payroll deduction, to various charity campaigns. After 2 years, it got incorporated into the core product as UltiPro Giving.
- Collaborated with HR and Payroll department to drive value and feature development and maintenance to a critical application centered around employee transactions and workflow automation
- Evangelized 12Factor methodologies and implemented various CI/CD pipelines to bring confidence and reliability to our release cadence (from quarterly to weekly deployments to production)

11/2014 - 06/2016

Weston, FL

Software Engineering Intern

Ultimate Software

- Developed tools and to enhance the software development and testing lifecycle to product teams
- Developed Internal business tools using the .NET framework for creating sites and integration services.
- Created sites using the MVC framework from .NET and AngularJS.
- Built a Chrome extension that recorded a site usage session and generated a test automation script to improve the test lifecycle of Software Test Engineers in the company
- Rearchitected frontend code base in AngularJS for custom employee Intranet built in .Net MVC 4.5
- Designed and engineered a Change Management Application that would sunset the legacy system that was in place and allow for automation within the delivery pipeline

EXPERIENCE

08/2013 - 08/2015

Florida International University

Webmaster | STARS Computing Corps

Florida International University

- Develop platform with a team using AJAX, PHP, SQL, JavaScript, HTML, jQuery and CSS.
- Revamp of the site to make it more user-friendly and visually appealing.
- Employ responsive design techniques using SMACSS conventions for maintainability.
- Test functionality of website across various browsers for quality assurance.

KEY ACHIEVEMENTS



Led Enterprise SSO Migration

Led zero-downtime migration of 200+ enterprise customers to new Single Sign-On system, reducing onboarding time from 2 weeks to 2 minutes, saving tens of thousands in vendor costs.



Built Identity & Auth Platform

Designed and implemented Identity Service authentication capabilities across multiple services (Billing, Operations, Communications, Cloud Router), reducing auth complexity company-wide.



Optimized Critical Infrastructure

Freed 172GB (17% reduction) in production database through strategic audit log migration, mitigating major infrastructure risk to company's core systems.



Technical Thought Leadership

Spoke at major international conferences including ReactConf, RenderATL, Remix Conf, DevOpsDays, and JSWorld Amsterdam on GraphQL authorization, GraphQL observability, and fine-grained permissions systems.

INTERNATIONAL SPEAKING ENGAGEMENTS



GRAPHQL SUMMIT 2022

(San Diego, USA) Auth Thingz



GraphQL Summit 2023 2024

(San Diego + New York, USA) Emcee



RENDER ATL 2023

(Atlanta, USA) Auth Thingz



REMIX CONF 2023

(Salt Lake City, USA) Emcee



REACT CONF 2024

(Las Vegas, USA) Emcee



JSWorld Conference

(Amsterdam, Netherlands)

PROJECTS

NEURS.com Android App

📅 06/2014 - 06/2014 📍 Location

NEURS® is an online platform to help connect the entrepreneurial world. NEURS® helps connect aspiring entrepreneurs with their most compatible businesses, all of the educational resources they could ever need to get started, and the coaches, advisors, providers, investors, lenders, and potential partners they are looking for to grow their businesses. NEURS® also helps providers of business opportunities and services designed for the aspiring entrepreneur market and helps to connect them with their ideal customer base.

LANGUAGES

English Native	●●●●●	Spanish Intermediate	●●●●●	French Advanced	●●●●●
Japanese Beginner	●●●●●	Haitian Creole Native	●●●●●		

EDUCATION

10/2025 - Present

JAPANESE Language HOKKAIDO JAPANESE LANGUAGE ACADEMY

08/2011 - 03/2016

Undergraduate, Computer Science Florida International University - College of Engineering & Computing