

# ASHLEY NARCISSE

## Staff Software Engineer – Identity & Access Management (IAM) / Platform Engineering

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### SUMMARY

Staff Software Engineer with 10+ years of experience designing and operating large-scale systems. Led design and evolution of multi-tenant identity platforms supporting SSO (OIDC, OAuth2, SAML), onboarding, and authorization at scale. Experienced operating end-to-end of a product's lifecycle with strong emphasis on customer usability, developer experience, and rapid iteration. Currently based in Japan with strong interest in building large-scale identity platforms in a global, cross-functional environment.

### KEY ACHIEVEMENTS



#### Led Enterprise SSO Migration

Led **zero-downtime migration of 200+ high-risk enterprise customers** to new authentication platform, reducing onboarding time from 2 weeks to 2 minutes.



#### Built Identity & Auth Platform

Built and led the **foundational IAM platform team** at Apollo GraphQL, establishing the core security infrastructure powering authentication and authorization across all internal and customer-facing systems and enabling the company's enterprise-scale expansion.



#### Optimized Critical Infrastructure

**Recovered 172GB (17% reduction) in production database capacity** through strategic audit log data compression and migration. This mitigated a major infrastructure capacity risk to Apollo GraphQL's primary datastore.



#### Technical Thought Leadership

Spoke at major international conferences including ReactConf, Render ATL, Remix Conf, DevOps Days, and JS World Amsterdam on GraphQL authorization, GraphQL observability, and fine-grained permissions systems.

### EXPERIENCE

10/2020 - 10/2025

#### ● Senior -> Staff Software Engineer

##### Apollo GraphQL

- **Platform Development:** Built the foundational **multi-tenant Identity and Access Management (IAM) platform service and team**, providing unified authentication for customer-facing and internal systems, drastically reducing authentication complexity and elevating security across the entire product portfolio.
- Set technical direction for the identity domain, defining the roadmap for **next-generation authorization architecture and platform scalability**.
- Provided **technical advisory on authentication and IAM best practices** across engineering teams to
- Cultivated a security-first culture by resulting in widespread organizational adoption of secure authentication methods and a measurable improvement in security compliance.
- Designed and implemented **SSO integrations using OpenID Connect (OIDC), and SAML**, enabling secure enterprise onboarding.
- Architected **self-serve Single Sign-On product onboarding feature (OIDC/SAML)**, eliminating the need for customer support intervention and reducing enterprise onboarding time from ~2 weeks to 2 minutes.
- Directed **zero-downtime migration of 200+ enterprise customers** (including Apple, Netflix, Indeed, JP Morgan Chase, and other Fortune 500 companies) to new authentication platform, coordinating rollout strategy, communication, monitoring, and incident response across teams.
- **Infrastructure Optimization:** Drove critical database optimization efforts that **freed up 172GB (17%) of disk capacity in production**, significantly mitigating major infrastructure risk in the company's primary Postgres database.
- Established platform-wide **observability standards (SRE + Datadog)**, improving incident detection, response times, and system reliability implementing Site Reliability Engineering practices.
- Defined and operationalized **SSO runbooks and support workflows**, enabling Customer Support to independently resolve minor Identity platform issues and **reduced engineering team interrupts from an average of ~115/month to ~9/month (~92%)**.
- **Drove cross-functional collaboration** as the **technical lead across cross-functional stakeholders** aligning platform capabilities with business and customer needs, providing technical guidance and training on IAM best practices.
- Proctored 185 technical interviews and **influenced hiring practices** by designing and maintaining **technical interview problem sets**, improving candidate evaluation consistency.
- Mentored engineers, **supporting technical growth** and contributed to organization-wide engineering standards
- Strengthened engineering culture by organizing 2 **company-wide hackathons** and fostering high-trust, collaborative team environments

06/2019 - 10/2020

#### ● Senior Software Engineer

##### Ultimate Software

- Led a **department-wide DevOps and modernization initiative**, transforming SDLC and migrating legacy systems to **Google Cloud Platform (GCP)**
- Partnered with cross-functional stakeholders to **align modernization efforts with business priorities**, ensuring minimal disruption during transition
- **Drove migration to .NET Core and containerization of legacy services (Docker)**, enabling consistent environments, improved deployment reliability, and faster iteration cycles.
- Enabled team adoption of **cloud-native patterns and tooling (GCP)**, mentoring and supporting engineers on improving overall operability of microservices.
- Established **infrastructure and deployment standards** in partnership with platform architects, providing a guided path for other engineering teams to adopt containerization with Kubernetes.

Weston, FL

## EXPERIENCE

06/2016 - 06/2019

Weston, FL

### Software Engineer

#### Ultimate Software

- Led a team of 5 on building a observability 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
- Introduced observability and alerting toolchain in 30 applications that previously operated with limited to no telemetry. **Reduced MTTR (Mean time to Resolution) from ~2 days to <1hr** for production incidents.
- Built an internal Application Health Status Page that kept external stakeholders informed during outages, **reducing duplicate support tickets from an average of 125 to 15 (~88% reduction)**.
- Built and scaled end-to-end testing infrastructure that **reduced average build times from 15 to ~3 minutes**.
- Standardized engineering and Incident Response playbooks combining best practices across various teams, leading to more reproducible project outcomes from a technical delivery standpoint
- Secured executive and cross-functional support to lead observability revamp of payroll **check printing and delivery system**, improving operational visibility and significantly increasing throughput for the Check Printing division
- 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.
- Partnered with HR and Payroll departments to implement complex automated workflows surrounding highly sensitive HR transactions involving new hire, terminations, transfers, and other critical HR lifecycle events.
- 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 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 internal 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

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.

## SKILLS

### Programming Languages

JavaScript, TypeScript, Java, Kotlin, C#, PHP

### Platforms

Docker, GCP, AWS, Kubernetes, GitHub Actions, Node.js, Bun, Dotnet Core, IIS

### Frameworks & Technologies

GraphQL, Ktor, React, Next.js, Express.js, Nest.js, Open ID Connect, OAuth2, SAML, SQL, NoSQL, Terraform, Datadog, PostgreSQL, S3, RabbitMQ, BigQuery, gRPC, Okta, Azure

## 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 2022

(Amsterdam, Netherlands) Auth Thingz

## EDUCATION

10/2025 - Present

### JAPANESE Language

#### HOKKAIDO JAPANESE LANGUAGE ACADEMY

08/2011 - 03/2016

### Computer Science (Coursework)

#### Florida International University - College of Engineering & Computing