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Keith Huster

Senior Software Engineer II

Staff-Track Platform Engineer · Distributed Systems
· .NET · Technical Leadership

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Professional Summary

15+ years architecting and scaling distributed .NET platforms — service-oriented architecture, large-scale modernization, and Staff-level technical leadership across architecture, reliability, and team enablement.

- Designed and operated mission-critical .NET services processing billions of transactions annually at >99.9% availability across a multi-team platform.
- Promoted to Team Lead II and managed a 6-engineer Software Infrastructure team for ~1.5 years as a hands-on player-coach — hired 2 engineers and sustained zero high-severity incidents in production.
- Drove org-wide modernization and service-oriented rearchitecture: migrated 5 core services from EC2 to Kubernetes (EKS), decentralized TeamCity-to-GitHub Actions CI/CD, and shared platform libraries used by 100+ engineers.
- Lead or sole inventor on the majority of 36 US patents; two-time recipient of “Patent of the Year” and the President's Innovation Award.

Work Experience

Senior Software Engineer II

Software Infrastructure Team

Olo

Orem, UT (Remote)

Sep 2025 – Present

- Sustain and operate the L2 on-call practice I designed under Team Lead II, owning observability and platform reliability across the Software Infrastructure stack.
- Drive in-flight EC2-to-Kubernetes (EKS) and CI/CD modernization to completion across remaining services and libraries; contribute to cross-team architectural direction through RFCs and design reviews.

Team Lead II

Software Infrastructure Team

Olo

Orem, UT (Remote)

Apr 2024 – Sep 2025

- Managed a 6-engineer Software Infrastructure team as a hands-on player-coach, sustaining >99.9% availability on mission-critical .NET services processing billions of transactions annually.
- Hired and onboarded 2 engineers; sustained zero high-severity incidents in production during tenure.
- Designed and implemented the Software Infrastructure team's first L2 on-call practice — translating a senior-leadership mandate for 24/7 coverage into a weekly rotation calibrated for engineer well-being.
- Initiated and drove migration of 5 core services from EC2 to Kubernetes (EKS), introducing HPA and KEDA autoscaling for peak-traffic reliability and elasticity.
- Decentralized CI/CD by migrating ~10 services and libraries from centralized TeamCity to GitHub Actions — removing a delivery bottleneck so teams could own their pipelines.
- Authored and shepherded RFCs and scoped cross-team epics, setting technical direction adopted across teams.
- Owned and grew shared platform libraries and service integrations (auth, email, SMS) relied on by 100+ engineers across nearly every team at Olo.

Senior Software Engineer II

Software Infrastructure Team

Olo

Orem, UT (Remote)

Aug 2021 – Apr 2024

- Improved resiliency and reduced operating cost of Olo's shared platform services and libraries used across the engineering org.
- Led a system-optimization initiative for the Payload Logging service that reduced AWS S3 upload costs by more than \$12K per month.
- Migrated services to a centralized configuration system (Consul), simplifying Olo's ongoing monolith-to-microservice extraction.
- Integrated LaunchDarkly feature flags into core services to improve deployment success rates and reduce incident MTTR.

Senior Software Engineer II

Menu Team

Olo

Orem, UT (Remote)

Sep 2018 – Aug 2021

- Built and shipped .NET Core full-stack applications (C#, F#, ASP.NET, React, SQL) supporting dynamic menu item pricing and customizations used by tens of thousands of restaurant managers.
- Designed and built the Menu Import Service — a service-oriented extraction from Olo's legacy monolith that decoupled menu data ingestion across the platform.
- Delivered POS and direct-brand partner integrations (Panda Express, Denny's, and others), connecting Olo's ordering platform with enterprise restaurant systems.
- Containerized applications with Docker; mentored engineers onboarding to Olo's stack — part of 20+ engineers mentored across my career.

Senior Software Engineer

FinTech

Confluence

Orem, UT (Remote)

Mar 2015 – Aug 2018

- Designed and delivered features for FinTech full-stack web applications (ASP.NET MVC, C#, React/Relay/GraphQL, SQL), balancing scalability with maintainability.
- Owned production support and issue resolution, sustaining uptime and customer satisfaction.

Software Developer

EduTech

Curriculum Loft

Sunman, IN (Remote)

Apr 2014 – Feb 2015

- Built EduTech full-stack web applications (ASP.NET MVC, WebAPI, C#, TypeScript, KnockoutJS, SQL, MongoDB) and automated CI/CD with TeamCity to improve release reliability.

Software Engineering Specialist

New Product Development

Hill-Rom

Sunman, IN

May 2002 – Apr 2014

- Lead or sole inventor on the majority of 36 US patents granted over this period; two-time recipient of Hill-Rom's "Patent of the Year" and recipient of the President's Innovation Award.

Education

M.Sc. Software Engineering, Drexel University, Philadelphia, PA

2008 – 2011

B.Sc. Electrical Engineering, Rose-Hulman Institute of Technology, Terre Haute, IN

1998 – 2002

Languages, Technologies & Skills

Distributed Systems & Reliability: Service-oriented architecture (SOA), microservices, distributed-systems design, REST / HTTP APIs, API integrations, observability (Datadog, Sumo Logic, Raygun), SLAs / SLOs, on-call, production support

Cloud & Platform: AWS, Kubernetes / EKS (HPA, KEDA), Docker, containerization, Terraform, Consul, IaC, GitOps, GitHub Actions, CI/CD

Languages: C#, F#, TypeScript, JavaScript, SQL, HTML, CSS

Frameworks & Data: .NET, .NET Core, ASP.NET, React, GraphQL, Relay, MSSQL, PostgreSQL

Operating Systems: Linux, Windows

Leadership: Technical strategy & RFCs, design review, team leadership, mentorship, Agile (Scrum / Kanban), cross-functional project management

Personal Projects

KeithAndLindsey.com — Travel blog on Ghost CMS with a fully custom theme, a GitHub Actions CI/CD pipeline, and two Cloudflare Workers that process Ghost webhooks and manage the site's sitemaps.

HomeLab — Declarative, GitOps-driven home lab built on Proxmox VE, OPNsense, Talos Linux (Kubernetes), Terraform/Atlantis, Docker, and GitHub Actions.

Beyond Engineering

- Completed the 2025 Tour Divide — a 2,745-mile self-supported mountain bike race from Canada to Mexico — in 27 days.
- Volunteer firefighter (2004 – 2016), promoted to the rank of Lieutenant.