Harriet Okonkwo-Salazar

Senior Product Engineer

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SUMMARY

Senior product engineer with 11 years shipping developer-facing infrastructure across billing, auth and observability. Strong track record of reducing oncall load and turning ambiguous product requirements into durable, well-tested systems. Enjoys mentoring, API design and boring, reliable software.

EXPERIENCE

Staff Product Engineer, Northline Studios *February 2023 – Present*
Seattle, WA (remote)

- Led the migration of the billing platform from a monolithic Rails service to a modular Cloudflare Workers + D1 architecture, cutting p99 checkout latency from 820ms to 140ms and halving infrastructure spend.
- Designed and shipped the customer-facing metered-usage API (PDF renders, API credits, storage) used by 4,200+ paying teams, with idempotent writes and exactly-once invoice reconciliation.
- Rebuilt the oncall rotation tooling and paging taxonomy, reducing out-of-hours pages by 62% over two quarters without regressing MTTR.
- Mentored four engineers through the senior promotion pipeline; three promoted within 18 months.

Senior Software Engineer — Platform, Cascadia Federal Credit Union *August 2019 – January 2023*
Seattle, WA

- Led the re-architecture of the member authentication stack to a zero-trust, device-bound model, reducing account-takeover incidents by 88% year over year.
- Owned the observability platform (metrics, logs, traces) across 140+ services; introduced service-level objectives tooling adopted by every product team.
- Represented engineering on the quarterly compliance review board, partnering with risk and legal on SOX and PCI-DSS controls.

Software Engineer, Pagliacci Software *June 2016 – July 2019*
Portland, OR

- Shipped the point-of-sale integration platform used across 280+ retail locations, handling 1.4M transactions per day at peak.
- Built the first generation of the company's public REST API, including rate limiting, key rotation and developer portal documentation.
- Reduced end-to-end test flake from 22% to <1% by rewriting the fixture layer on top of deterministic seed data.

Junior Developer, Elliott Bay Digital *September 2014 – May 2016*
Seattle, WA

- Implemented the bookstore's e-commerce storefront and inventory sync against a legacy SOAP warehouse system.
- Co-authored the content-management pipeline that powered the staff-recommendations section on the homepage.

EDUCATION

University of Washington *2010 – 2014*
B.S. Computer Science, magna cum laude Seattle, WA

Focus on distributed systems and programming languages. Undergraduate research assistant in the PLSE lab.

The Cascadia Institute of Design Leadership *2024 – 2025*
Certificate, Advanced Practice in Systems Design Seattle, WA

With distinction.

SKILLS

Languages
Platforms
Practice

PROJECTS

makesPDF — github.com/makesPDF
Creator & maintainer
Open-source deterministic PDF layout engine and hosted API. 4k+ GitHub stars; used in production by several YC-backed teams.

oncall-tax — github.com/harriet-os/oncall-tax
Co-author
CLI that quantifies the hidden cost of interruption-driven work across an engineering organisation.

LANGUAGES

CERTIFICATIONS

AWS Solutions Architect — Associate 2022
—
Amazon Web Services

Certified Kubernetes Administrator 2021
—
CNCF