

KENNETH WILLOUGHBY

SENIOR SOFTWARE ENGINEER | FRONTEND ARCHITECTURE |
PAYMENTS | AI & LLM ENGINEERING

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PROFILE

Senior Software Engineer with 10+ years of experience delivering large-scale web, mobile, and cloud applications. Specialized in React, TypeScript, Next.js, payment processing, and ticketing platforms. Experienced leading initiatives across MLB, PropStream, Cvent, and Fannie Mae while mentoring engineers and collaborating with product, UX, and business stakeholders.

TECHNICAL SKILLS

• TypeScript	• JavaScript	• React	• Next.js
• React Native	• AngularJS	• Redux	• HTML5
• CSS3	• Java	• SQL	• Node.js
• Express	• REST APIs	• Authentication	• OAuth
• JWT	• AWS	• EC2	• S3
• Jenkins	• CI/CD	• Git	• GitHub
• Apple Pay	• Google Pay	• Mastercard Click to Pay	• Braintree
• Fraud Detection	• Secure Checkout	• Datadog	• Monitoring
• Logging	• APM	• DeckGL	• Mapbox

PROFESSIONAL EXPERIENCE

Senior Software Engineer, Major League Baseball (Tickets.com)

May 2023 to Present

El Segundo, CA

- Specialize in **payment processing** and checkout architecture for MLB's ticketing platform, delivering secure, reliable purchasing experiences at enterprise scale.
- Led implementation of **Apple Pay**, **Google Pay**, and **Mastercard Click to Pay**, expanding digital wallet support and improving checkout flexibility for fans purchasing tickets online.
- Designed and delivered major enhancements to **Guest Checkout**, including payment workflows, buyer types, service charge mapping, parking purchases, cart improvements, and upsell experiences.
- Integrated **Accertify Real-Time Fraud Detection** into the checkout experience, improving fraud prevention while maintaining a seamless purchasing flow.
- Developed reusable frontend components and application architecture using **React**, **TypeScript**, **AngularJS**, **Node.js**, and **Next.js** within a large NX monorepo.
- Implemented and enhanced **View From Seat** and **3D Seat Map** experiences, improving ticket discovery and purchase confidence for fans.
- Built production monitoring, alerting, and observability dashboards using **Datadog** to proactively identify issues and improve application reliability.
- Partner closely with Product Managers, UX Designers, QA Engineers, backend teams, and external vendors to deliver customer-focused features from concept through production.
- Contribute to architecture discussions, code reviews, technical planning, and mentoring to improve engineering quality and maintainability.
- Deliver highly reliable software supporting major sales events, including Opening Day, playoffs, and other high-demand ticket releases.

Freelance Fullstack Developer

Dec 2022 to Apr 2024

- Collaborated with multiple clients to deliver high-quality frontend and backend solutions, ensuring seamless functionality and user experience.
- Partnered with a VR startup to modernize their game's login flow by implementing a robust solution using Next.js.
- Integrated and managed 3D models stored in S3 buckets, leveraging Three.js to enhance profile page visualizations.
- Developed backend systems using Node.js for user authentication and account management, functioning as a CRM.
- Successfully deployed multiple versions of a property management mobile application, ensuring scalability and reliability.
- Configured Firebase Functions to automate status updates and trigger notifications in response to real-time data changes.
- Deployed and maintained applications on AWS EC2 instances, optimizing performance and system stability.

Lead Frontend Developer, PropStream

Oct 2020 to Mar 2023

- Led a team of five web developers and one mobile developer to build web and mobile applications from the ground up.
- Reviewed the code for all development and provided useful comments and industry best practices.
- Worked together with a Product Owner in order to flush out user stories that both the stakeholders and the development team could understand
- Rewrote an existing application in React for a complete visual overhaul
- Delivered various frontend user stories within two-week sprints
- Established a culture committee in order to host work events to boost team morale and get to know teammates on a personal level.
- Deployed React Native apps to both Google Play Console and Apple Store Connect

Software Development Engineer II, Cvent

May 2018 to Oct 2020

- Built sample applications from the ground up in order to work with standardized Cvent React components in isolation.
- Delivered frontend features to the Cvent framework team that were consumed by downstream teams.
- Helped with a styling overhaul that affected the entire Cvent platform.
- Configured and maintained a CI/CD pipeline in Jenkins
- Led the testing effort for two sprint teams, debugging and fixing issues in React.
- Cross-trained five developers in software testing practices such as unit, smoke, integration, regression, and performance testing
- Developed and supported automation scripts in JavaScript for various sprint teams.
- Setup SonarQube in order to monitor code coverage
- Wrote functional, integration, and regression tests using a Jasmine and Webdriver.io framework

Software Developer in Test, Fannie Mae

May 2016 to May 2018

- Worked with my team to develop high-volume Java microservices in order for Fannie Mae to properly handle appraisal data.
- Fixed application bugs effectively in Java, increasing productivity and boosting workflows
- Worked on a high-performing Scrum team to complete various user stories within two-week sprints tracked with Jira.
- Deployed various microservices to both on-prem and AWS servers.
- Planned and devised cohesive test plans for Java-based projects using SOAP and REST technologies
- Wrote and optimized test cases to maximize the success of both automated and manual test suites
- Wrote architecture documentation such as UML class diagrams, and flowcharts for new microservices

EDUCATION

University of California, Santa Cruz Bachelor of Science in Computer Science

PROFESSIONAL DEVELOPMENT

- Mastering Generative AI & LLM Engineering (*In Progress*)
- Full Authentication with React, Next.js & TypeScript
- The Complete React Developer (Hooks & Redux)
- Unreal Engine C++ Developer