

Stephen N. Rico

Senior Software Engineer · Integrations Platform Lead · Cognitive Neuroscience Researcher

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◆ SUMMARY

Senior Software Engineer and integrations-platform technical lead specializing in event-driven architecture, Salesforce/NPSP/Nonprofit Cloud sync, ETL pipelines, APIs, webhooks, iPaaS workflows, and AWS-backed backend systems. Architected high-scale enterprise nonprofit integrations — 1M+ donor-record migrations, ~1M msg/hr peak processing, and reusable platform patterns adopted across backend teams. Repeat department MVP and conference speaker, with a parallel cognitive-neuroscience research practice and a systems mindset that carries between both.

◆ EXPERIENCE

GoFundMe / Classy — Remote

Senior Software Engineer, GoFundMe Pro Integrations

Feb 2026 – Present

- Architecting bidirectional Salesforce/NPSP and Nonprofit Cloud sync for enterprise integrations, including 1M+ donor-record migration workflows supporting eight-figure annualized donation volume.
- Leading technical roadmap input, discovery, and scope shaping across public API, webhook, ETL, and iPaaS/ vendor tradeoffs; authoring PRDs and SOPs for engineering, product, support, and customer stakeholders.
- Co-presenting integrations architecture at Salesforce TDX 2026 with Salesforce Product Management — Event Relay / Pub/Sub API design for bidirectional NPSP and Nonprofit Cloud sync.
- Leading rollout and training of AI development tools (GitHub Copilot, Augment Code SDD, Claude, Cursor, internal orchestration agents) to standardize AI-assisted implementation, testing, and design.
- Mentoring 5+ engineers and contributing to Backend Engineering and event-driven councils; supporting hiring across SWE, PM, and EM roles.

Software Engineer II, GoFundMe Pro Integrations

Mar 2025 – Jan 2026

- Designed leaky-bucket and bulkification architecture for peak fundraising traffic, sustaining ~1M messages/hour at ~99.96% success on a major enterprise customer's largest giving day.
- Improved Salesforce/NPSP scalability with event filtering that cut downstream processing burden ~60% while preserving data integrity.
- Improved integrations system architecture by implementation of application performance monitoring, determining SLI/SLO, throughput, and meaningful alarms for automated observability.
- Increased Nonprofit Cloud orchestration throughput >40% (per-message time from 5–10s to 0.5–1s) and built a reusable graceful-failover framework for AWS ECS on Aurora RDS, adopted by Payments and other teams.

Software Engineer I, GoFundMe Pro Integrations

Feb 2024 – Feb 2025

- Shipped second-generation Salesforce managed-package architecture using a multi-micro-package structure and secure API-key storage via internal GraphQL/API services.
- Built the customer-facing Nonprofit Cloud Phase 1 ETL pipeline and owned Phase 2 as sole developer — integration resources, a custom field-mapping engine, data sync tooling, and a data reconciler.
- Built PII-safe data-redaction tooling enabling production troubleshooting without exposing donor or customer data.

- Bridged support and engineering through PRs, code reviews, test coverage, and root-cause analysis before formal SWE transition; drove production hotfixes and incident analysis for high-severity issues.
- Built Python automations across database and Salesforce workflows, reducing 30 Bulk API workflows from many manual steps across 3 systems to 5 clicks.

UC Irvine Office of Information Technology — Irvine, CA

- Resolved technical support escalations across account, device, network, and application workflows in a high-volume IT environment.
- Created troubleshooting documentation and coached junior representatives on diagnostic patterns, escalation hygiene, and customer communication.

◆ RESEARCH & NEUROSCIENCE

mindSPACE Lab, UC Irvine — Irvine, CA

Cognitive-neuroscience practice paralleling software engineering — modeling complex systems, collecting observable evidence, accounting for noisy signals, and building tools that make hard problems easier to diagnose and explain.

- Lead research on misophonia, neuromerception, behavioral measurement, and psychometric tooling, pairing clinical and research questions.
- Presented a novel toolkit at Society for Neuroscience (SfN) 2025 for recording participant responses to commonly reported misophonic stimuli.
- Manage lab servers and build all web-based survey instruments; develop MRI protocols and AI-driven brain-imaging analysis for cortical mapping, building statistical and machine-learning models.

◆ RECOGNITION

- **Department MVP — Engineering** (FY `24 & `25)
- **Salesforce TDX 2026 Speaker** — “Scale Event-Driven Integration with GoFundMe Pro,” co-presented with Salesforce Product Management.
- **Society for Neuroscience 2025** — presented a novel misophonia-response measurement toolkit.

◆ SKILLS

Languages	TypeScript, JavaScript, Python, PHP, Apex, SQL, HTML/CSS
Backend & Integrations	Node.js, Laravel, REST, GraphQL, webhooks, event-driven architecture, microservices, ETL, API design
Platforms & Cloud	iPaaS (Workato, Zapier, Informatica, MuleSoft, Svix); AWS (Lambda, ECS, EC2, SNS, SQS, EventBridge, Aurora RDS, DynamoDB); Terraform, Docker, Kubernetes
Data & Observability	MySQL, Redis, Elasticsearch, NewRelic, BugSnag, CloudWatch
Salesforce	Platform, Nonprofit Cloud, NPSP, Experience Cloud, Apex, managed packages, platform events, REST/SOAP/Connect/NPC/Bulk APIs
Frontend & AI	React, Angular, GitHub Copilot, Cursor, Augment Code SDD, Claude, agentic and spec-driven workflows
Research & Analysis	MRI/neuroimaging protocols, cortical mapping, statistical modeling, machine learning

◆ EDUCATION

University of California, Irvine — B.A. Psychology, Cognitive Neuroscience concentration · Mar 2022 · Dean's Honor List