Austin Miller

Senior Full-Stack Engineer | Founder of PagerTree

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Summary

Senior full-stack engineer with 15 years of experience building production software. Designed and built PagerTree, the on-call alerting platform that 300+ businesses and 10,000+ users depend on for mission-critical alerts, and have run it profitably since 2017 with no outside funding. Owns problems end to end, from architecture and production reliability to the customer conversation.

Skills

Languages: Ruby, TypeScript, JavaScript, SQL, HTML, CSS

Backend and data: Ruby on Rails, PostgreSQL, Redis, ElasticSearch, REST APIs, Hono

Cloud and reliability: AWS, Docker, CI/CD, Cloudflare Workers, Prometheus, Grafana, incident response

AI: MCP servers, LLM tool integration

Product and leadership: multi-tenant SaaS, system design, technical sales, team leadership

Experience

Founder, CEO and Lead Engineer, PagerTree

2017 to Present | *pagertree.com* | *On-call scheduling and alerting SaaS for DevOps and IT teams*

- Architected and built the platform end to end on Ruby on Rails, TypeScript, PostgreSQL, Redis, and ElasticSearch, running on AWS and Docker, designed for high availability.
- Built the alerting core: on-call schedules, escalation policies, and multi-channel notifications, plus a public REST API and integrations with monitoring tools.
- Built CI/CD for automated build, test, and deploy, and observability with distributed logging, error monitoring, and Prometheus and Grafana.
- Serves 300+ businesses and 10,000+ users; led technical sales from small businesses to Fortune 500 accounts and kept the company at 90% profit margins.
- Hired and led 2 in-house team members and outside contractors; wrote the API docs, knowledge base, and technical blog.

Co-Founder and Engineer, ComplyBOI

2023 to 2025 | *Built alongside PagerTree* | *Automated BOI compliance filing for CPA firms*

- Designed and shipped a multi-tenant, white-label SaaS with secure data intake and workflow automation, translating FinCEN regulations into auditable software.
- Wound down after the U.S. Treasury suspended most BOI enforcement in March 2025.

Senior Consultant, Sogeti USA (client: Pier 1 Imports) | *2013 to 2017*

- Built marketing and analytics applications that reached 3M+ customers; deployed software to 3,000+ point-of-sale registers.

Software Engineer, L3 Communications | *2011 to 2013*

- Built APIs and AI physics for aircraft flight simulators.

Selected Products

- Tidy Invoicer (tidyinvoicer.com): invoicing SaaS for freelancers and small teams, with an MCP server so AI assistants can create and manage invoices.
- POTSAudit and Copper Sunset: data products that track AT&T copper line retirements for building owners and managers.
- Letterly (letterly.dev): edge API for generated avatar images, built with Hono on Cloudflare Workers.
- Open source Ruby gems: deferred_request (request queuing) and ms-rb.

Education

B.S. Software Engineering, University of Texas at Arlington