

Krishelle Hardson-Hurley, M.Ed.

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WORK EXPERIENCE

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- Dropbox** | Security Infrastructure Software Engineer and Technical Program Manager Remote Jan 2023 – Present
- **Technical Program Management** - Directed strategy and architecture discussions for the Secret Management Program, establishing workstreams and facilitating OKR breakdowns to align cross-functional teams.
 - **Software Development** - Delivered critical projects supporting Zero Trust security best practices and led system migration efforts.
 - **Crisis Management** - Played a key role in mitigating [high-profile security incidents](#), leading multi-day after-hours operations and playing a critical role in navigating high-stress, highly ambiguous scenarios.
 - **Compliance and Audit** - Designed and implemented an audit review system for roles in the RBAC system. Automated evidence collection by developing a script to extract data and generate a CSV for streamlined access reviews. Collaborated with reviewers to ensure timely completion of reviews and compliance with deadlines.
 - **Leadership Development** - Selected to participate in a six-month career development program (The Dropbox Leadership Exploration and Development (LEAD) Program) for high-performing employees at Dropbox. Expanded leadership skills, built a professional network, and deepened engagement with upper leadership at the company.
- Gem** | Platform Software Engineer and Incident Management Technical Program Manager San Francisco, CA Mar 2022 – Dec 2023
- **Incident Management Program Manager and Architect** - Designed and implemented an Incident Management program which included leading training, documentation, and operational stages to streamline issue resolution.
 - **Software Development** - Engineered tailored software solutions for Waymo by translating customer requirements into actionable deliverables, enhancing platform efficiency and functionality.
 - **UX Research** - Developed an Engineering Platform Survey to assess current needs of a broader engineering team. Analyzed results, and gave recommendations for Platform strategy based on learnings. Partnered with the UX Research team to co-facilitate focus groups of engineers to understand the current sentiment of code review.
- Dropbox** | Infrastructure Software Engineer and Tech Lead, Disaster Readiness Remote Jan 2021 – Mar 2022
- **Apprentice and Intern Support** - Supported 3 cohorts of the Dropbox IGNITE apprenticeship program, leveraging personal experience as a tech industry apprentice to mentor and guide participants. Developed onboarding materials, facilitated training sessions, and provided ongoing career support. Conducted interviews and participated in candidate selection to ensure the recruitment of high-potential apprentices. Designed and mentored summer intern (3 months) to build a system for detecting single-homed services, leading to a full-time offer and first offer-accept of the summer.
 - **Direction and Strategy** - Worked with other team leaders to brainstorm and write team vision and charter. Presented team strategy during company-wide “Trustober” talk. Worked with the Networking and Data Center Operations teams to analyze risk to physical data centers and define abort criteria for which we should trigger a failover to mitigate risk caused by a catastrophic event located near the core data center.
 - **Technical Program Management** - Worked with the Networking team to lead and execute 3 metro isolation Disaster Recovery tests (DRTs). Lead weekly working group meetings, tracked technical AIs, coordinated with critical service on-calls, wrote engineering-wide comms including detailed expected impact documents, led the DRTs in real-time, wrote associated retrospectives and a [tech blog](#). This role required a deep understanding of the interdependencies of various distributed systems that power Dropbox every day, as well as strong project management and communication skills to ensure all stakeholders were notified and aligned on expected impact. The success of these DRTs unlocked a key business objective: 4 hr Recovery Time Objective (RTO), bringing Dropbox to parity with the industry and representing a significant reduction of one of Dropbox’s existential risks.
 - **Software Development and Design** - Contributed features to failover tooling, all in GoLang. Designed and implemented a productionized distributed system for executing failovers reliably, with persistent state, centralized logging, monitoring, and a multihomed architecture.
 - **Operations** - Served on a 24-hour on-call rotation, serving as button pusher for failing Dropbox from one data center to another monthly (5+ performed as button pusher), as well as being trained and available to perform a failover in the event of a natural disaster, within 2 hours of notification.
- Dropbox** | Product Software Engineer, Enterprise San Francisco, CA Jan 2020 – Dec 2020
- **Software Development** - Added features to web and desktop clients. Built with a combination of Python and Typescript.
 - **Operations** - Served on a 24-hour on-call rotation servicing customer product bugs. Triaged, investigated, and debugged technical issues while communicating progress to Customer Support via Jira. Facilitated a postmortem for a large customer outage with CX and Product stakeholders.
- Dropbox** | Infrastructure Software Engineer, Developer Virtualization San Francisco, CA Aug 2019 – Dec 2019
- **Software Development** - Worked with the Data Center Ops team to introduce new Mac devices into their existing repair workflow. Built an integration between Jira and the Mac health checker that created tickets when a device failed. Ensured a quick repair cycle for new devices, improved reliability, and efficiency for the Data Center team saving an estimated ~200 engineer hours per quarter. Built with Golang, Python, and Grafana.
- Dropbox** | Site Reliability Engineer, Networking San Francisco, CA Nov 2016 – Aug 2019
- **Technical Program Management** - Lead a group of ~10 engineers to complete the ambiguous task of creating a New Product Introduction (NPI) process for assessing new products for the Network. The process resulted in saved time (~100 engineer hours/yr) and lowered the risk of a future network failure.
 - **Software/System Design and Development** - Developed tools to automate manual operations on the Network, with the goal of improving overall reliability. Worked with Network Engineers to understand and replicate their manual processes into more reliable automated systems. Skills included Python programming, use of various APIs, integration with internal services, and development of documentation/training.
 - **Operations** - Served on two 24-hour on-call rotations, one responsible for the network and the other Dropbox’s external availability.
- University of San Diego** | Adjunct Faculty Remote July 2018 – July 2019
- Served as a part-time instructor for online Master-level Education courses (5 sections total).
- Google** | Coding Curriculum Developer via Adecco San Francisco, CA Sep 2017 – Dec 2017
- Served a 3-month part-time contract supporting a start-up called [Grasshopper](#) of Google’s Incubator Area 120.
- **Software Development and Lesson Design** - Designed and wrote coding lessons for an Android App that teaches beginning users to code. Wrote Javascript code for starter and solution code. Wrote queries for validation of code using ESquery (AST query library).

EDUCATION

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- Master of Education, University of San Diego San Diego, CA May 2010 – May 2013
- **Specialization** - Mathematics, Science, and Technology Education (GPA: 3.91/4.0).
- Bachelor of Art, University of San Diego San Diego, CA Oct 2006 – May 2010
- **Majors** - Mathematics and Spanish Double Major (GPA: 3.86/4.0). Earned California Single Subject Teaching Credential in Mathematics, Introductory Spanish, and P.E.