

Scott Marlatt

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Senior Software Engineer with 10+ years of experience designing, building, and scaling distributed systems in healthcare and logistics environments. Domain expert in pharmacy billing automation, payment processing, and multi-tenant platform architecture. Proven track record of leading cross-functional initiatives, leading engineering teams, and delivering systems that process hundreds of thousands of prescriptions annually. Passionate about system reliability, developer tooling, and building platforms that unlock new business capabilities.

PROFESSIONAL EXPERIENCE

Senior Software Engineer — Alto Pharmacy, San Francisco, CA

Jan 2020 — Present

Domain owner (DRI) for billing and senior engineering leader on the care team. Architect and build services that automatically intake, process, and bill thousands of prescriptions daily. Technical leader on a team of 5-10 engineers and drive technical direction across the intake, billing, and partnership domains.

- **Led single-tenant to multi-tenant platform migration** across all engineering teams over a 4-month initiative, enabling a new line of business projected to process ~100K prescriptions annually. Leveraged Prometheus-based guardrail metrics and developer tooling around data-boundary-sensitive processes (Kafka, Sidekiq) to detect violations during development, achieving zero critical incidents and violations at launch.
- **Introduced Temporal workflow orchestration** to the engineering organization, developing the first production workflow, internal tooling, and established patterns for adoption. Built a hub pharmacy dispensing service handling ~50K prescriptions/year that operates with near-zero manual intervention. Isolates third-party requirements from core pharmacy workflows while leveraging RPC for core API interaction.
- **Increased fully automated billing rates from under 50% to 90%** by developing pharmacy billing automation services integrated with CMM electronic claims API for insurance claim submission and automatic failure resolution. Implemented self-service patient flows for optimal copay at minimal operational cost.
- **Redesigned inventory management system** using Kafka event streaming to track and calculate medication unit costs based on procurement data, ensuring accurate pricing at each dispensing facility across the network in real time as inventory moves through our system.
- **Established a two-step payment process** with payment method validation before order fulfillment, reducing missed payments to nearly zero and ensuring payment collection prior to shipping.
- **Abstracted core pharmacy services behind APIs** in Rails engines and built integrations for external pharmaceutical partners, opening new avenues of revenue growth.
- **Enhanced observability and monitoring** by building Grafana dashboards with guardrail metrics, improving visibility into key systems and improving overall incident response. Added custom alerts for known failure modes leveraging the same Prometheus metrics

Senior Software Engineer — Zum Services Inc., Redwood City, CA

Feb 2018 — Oct 2019

Early engineer that helped build the team from the ground up. Delivered internal and customer-facing systems critical to Zum's national expansion and operational scaling.

- **Designed and built a ride generation system** accounting for 60%+ of all rides on the platform, automatically generating ~8,000 rides weekly for thousands of partner schools nationwide and enabling operations to manage and modify rides at scale.
- **Redesigned ride booking experience** that increased B2C ride margins by 20% with minimal impact to volume, revitalizing the core product into a sustainable business model.
- **Built a flexible data pipeline API** to reliably transfer large volumes of operational data (user sessions, ride history) to the data warehouse, enabling data-driven decision making across finance and product teams.

Software Engineer — Cisco Systems, San Jose, CA

Aug 2015 — Feb 2018

Designed and developed web applications, proofs of concept, and RESTful APIs for Supply Chain operations using Angular, SAP HANA, and Java.

IT Intern — University of Michigan Athletic Dept., Ann Arbor, MI

Jun 2013 — Aug 2015

Provided IT support and built solutions for hundreds of athletic department staff, teams, and student athletes to optimize department operations.

TECHNICAL SKILLS

Languages: Ruby, TypeScript, JavaScript, Python, Java, HTML/CSS, C, C++

Frameworks & Libraries: Ruby on Rails, React, Redux, Node.js, Express

Infrastructure & Data: PostgreSQL, Kafka, Redis, Sidekiq, Temporal, Protobuf, Firebase

Observability & DevOps: Grafana (LGTM Stack), Prometheus, GHA, CircleCI, Git

AI & Tooling: Claude Code

EDUCATION

University of Michigan — Ann Arbor, MI

2011 — 2015

Bachelor of Science in Computer Science