

Ian Mobbs

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EXPERIENCE

Member of Technical Staff, OpenAI - San Francisco, CA

April 2023 – November 2024

- Staff-level engineer and trusted interviewer, mentor, and incident commander during company expansion from ~400 to ~2,000 employees, scaling the engineering team from ~50 to ~500 members to support a >20x growth in weekly active users.
- Founded the Document Retrieval (RAG) team to manage all file and image processing at OpenAI, including ChatGPT and the API. Grew the team from 3 to 20 members, established a search quality sub-team, and launched RAG capabilities across all OpenAI products.
- Led the design and implementation of the permissions infrastructure for ChatGPT Internal Knowledge, ensuring continuous synchronization and real-time enforcement of user permissions from external data sources.
- DRI for the GPT-4T public launch, automated a model deployment system that reduced ChatGPT traffic migration time from over a week to less than a day and enabled model A/B testing.
- Integrated all tools (internet browsing, document retrieval, and image generation) into a single model, significantly reducing product friction and driving a 3% increase in daily active users.
- Reduced GPU inference cluster spin-up cadence from weekly to daily by automating manual infrastructure provisioning tasks with Terraform.

Software Engineer, Cloudflare - San Francisco, CA

September 2021 – March 2023

- Tech lead for Identity and Access Management (IAM) Product team, leading 2 engineers through the full SDLC to deliver quarterly product objectives.
- Integration lead with Apple for iCloud Custom Domains (announced at WWDC 2022), responsible for all interaction between Cloudflare and Apple, as well as development of RESTful API on Cloudflare Workers using TypeScript, Workers KV, and PostgreSQL.
- Developed a new authorization caching layer using Golang, Kafka, and Workers KV to enable authorization 'at the edge', reducing authorization time by 80% while increasing authorization queries by over 400%.
- Implemented SCIM specification in PHP and PostgreSQL to allow the automatic provisioning and deprovisioning of users by an identity provider, enabling a \$2.6MM contract renewal.

Software Engineer, Qualtrics - Seattle, WA

July 2018 – August 2021

- Selected as a founding member of a new User Access Management team formed to build tooling and onboard internal users to standardize all authorization across Qualtrics.
- Designed and developed MVP for a role-based access control management tool built using React, Node.js, Koa, PostgreSQL, and DynamoDB. Met with internal teams to identify current authorization access patterns and designed service to support diverse authorization use cases across resource types (surveys, dashboards, etc.).
- Architected and implemented a new OAuth2 and OpenID Connect provider as the new home of all authentication at Qualtrics to enable 10M+ logins per month, built using React, Java, Spring Boot, Spring Security, and DynamoDB.
- Planned deprecation and data migration of several legacy authorization services to ensure data parity, utilizing Debezium and Kafka. Documented existing usage of services and created migration guides for teams.
- Operationally improved several legacy services by implementing continuous integration and deployment best practices, bringing deployment cadence from weekly to per-commit.

EDUCATION

The University of Texas at Austin

B.B.A. Management Information Systems, Computer Science

2018