

Maxwell Anders Frederickson

STAFF SOFTWARE ENGINEER

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SUMMARY

Staff Software Engineer and Technical Lead at Apple with fourteen years at the company and nine years building full-stack Ruby on Rails platforms and RESTful APIs. Sets architecture and engineering standards for a 20+ developer organization spanning 70+ internal services. Second all-time contributor to engweb.apple.com, the internal homepage used by every engineer at Apple, and its current primary maintainer. Ships production LLM agent systems and MCP servers, and leads adoption of agentic development tooling across the team.

TECHNICAL SKILLS

Languages Ruby, JavaScript, Python, SQL, HTML5, CSS/SCSS, Java, Swift, Shell

Frameworks & Web Ruby on Rails, Hotwire (Turbo/Stimulus), RESTful API design, Full Stack Web Development, Bootstrap, Pundit, RSpec, Test- and Behavior-Driven Development

Data PostgreSQL, Snowflake, Teradata, Data Warehousing, ETL pipelines, Splunk

Infrastructure Docker, Kubernetes, Linux, UNIX, CI/CD, Git, Networking, OAuth 2.0, SSO/identity integration

AI Engineering Claude Code, Model Context Protocol (MCP), LLM agent design, RubyLLM, agentic workflows

Practice Agile, Project Management, technical leadership, code review, mentorship, technical documentation

EXPERIENCE

Apple · Remote

Staff Software Engineer / Technical Lead

Nov 2021 — Present

- Technical lead for a 20+ engineer organization, setting architecture direction, code review standards, and release practice across a portfolio of 70+ internal Rails services and APIs.
- Second all-time contributor to engweb.apple.com — the internal homepage serving every engineer at Apple — and its current primary maintainer, owning roadmap, reliability, and day-to-day engineering for the property.
- Built engweb's multi-ecosystem package discovery platform, indexing PyPI, npm, Swift Package Manager, and PHP/Artifactory registries through asynchronous bulk ingestion with incremental fast-sync and graceful degradation when upstream registries fail.
- Modernized engweb's front end onto Turbo, Stimulus, and CSS bundling, migrated its legacy stylesheet framework to Bootstrap, and hardened access control with a Pundit authorization layer.
- Delivered production LLM systems: MCP servers with OAuth 2.0 discovery and session management, conversational assistants embedded in internal web applications, and an autonomous agent that triages engineering tickets by assessing discussion context and enriching records as information arrives.
- Established Claude Code as standard practice across the organization through shared repository conventions, tooling, and agent guardrails now adopted throughout the service portfolio.
- Steward the fleet's technical currency, driving Rails and Ruby major-version upgrades, dependency and vulnerability hygiene, RuboCop enforcement, and test coverage across dozens of repositories.
- Mentor and onboard engineers through 1:1s, pair programming, and design review, serving as principal reviewer for the majority of the organization's pull requests and author of its technical documentation and runbooks.

Feb 2017 – Nov 2021

Software Engineer / Senior Software Engineer

- Designed and delivered full-stack Ruby on Rails applications and RESTful APIs for AppleCare, including quality-metrics delivery, change management, and calibration platforms still in production today.
- Served as lead developer and architect on multiple long-lived Rails services, owning them from data model through Kubernetes deployment and ongoing operation.
- Built data pipelines and warehouse integrations across Teradata, PostgreSQL, and Snowflake, with monitoring and alerting instrumented in Splunk.
- Standardized the organization's containerized base images — RHEL and Debian, Ruby and PHP — consolidating deployment onto a common, maintained foundation.
- Practiced test- and behavior-driven development with CI/CD pipelines, and configured and operated Linux/UNIX servers and Kubernetes namespaces.
- Mentored incoming junior developers through 1:1s, pair coding, presentations, and process documentation.

Apr 2012 – Feb 2017

AppleCare Technical Support / Internet Services Senior Specialist

- Team liaison between Tier 2 support and Site Support Engineering, and Global Lead Collaboration Curator for iTunes Store issues.
- Represented iTunes management on high-profile and sensitive escalations, resolving hijacked accounts, billing disputes, and fraud cases.
- Delivered a minimum of eight individual coaching sessions weekly, and performed hardware installation, diagnosis, and repair across the Apple product line.

CERTIFICATIONS**CompTIA Project+ Certified Technician**

Mar 2018

License 8YEPS81HFDFQ16KK · No expiration

CIW Site Development Associate — Certified HTML5 / CSS3 Web Developer

Jul 2017

License 785226 · No expiration

EDUCATION**Western Governors University**

2022

Bachelor of Science, Information Technology

Washburn University

2009

Bachelor of Arts with Honors, Theatre