

Mitchell Newell

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Software Engineering Manager

Engineering leader with experience scaling fintech platforms, leading teams of up to 12 engineers, and delivering high-impact payment infrastructure. Strong technical background in backend systems and large-scale production monoliths with event-driven components, combined with proven leadership in cross-team initiatives, product delivery, and platform reliability. Experienced driving major banking integrations, launching new payment capabilities, and improving core system performance at scale.

Leadership Highlights

- Manage a 6–11 engineer Core platform team responsible for critical Pay and Tax infrastructure.
- Manage and oversee development of new payout methods expanding payment capabilities.
- Helped manage development and migration of event-driven services to RabbitMQ to improve scalability and operational reliability.
- Technical lead for major banking integration delivering 200K+ payments and \$300M+ processing volume.
- Experienced coordinating multi-team initiatives involving 10+ engineers simultaneously.
- Strong background growing engineers, facilitating technical decision-making, and improving development velocity.

Professional Experience

Trolley | Software Engineering Manager, Core Team | June 2025 – Present | Calgary / Remote

- Manage the CORE engineering team responsible for the company's primary payment and tax products.

Team Leadership

- Manage a team of 6–11 engineers, providing mentorship, technical guidance, and delivery oversight.
- Own and manage execution of multiple concurrent initiatives impacting core product systems.
- Partner with product, payments, and infrastructure leadership to drive roadmap and technical strategy.

Platform & Product Impact

- Manage and oversee development and rollout of multiple new payout methods.
- Managed and oversaw improvements and optimizations to the Tax product platform.
- Helped manage development and migration of event-driven services to RabbitMQ to improve reliability, throughput, and maintainability.
- Helped manage development and optimization of large payment batch processing, increasing supported batch sizes from ~10K payments to ~80K payments.

Major Program Leadership

- Technical lead for the integration with Cross River Bank beginning January 2025.
- Coordinated up to 12 engineers across teams during peak development.
- Successfully launched September 2025.
- Since launch:
 - 200,000+ payments processed
 - \$300M+ total processing volume
 - \$250M+ processed within the most recent 3 months as adoption accelerated.

Trolley | Software Developer, Core Team | Aug 2022 – May 2025

- Designed and launched the Sync product for invoice ingestion and reconciliation.
- Developed features across Pay and Tax platforms.
- Participated in support engineering rotation and production incident response.
- Expanded automated testing coverage using Mocha.
- Tech: TypeScript, Node.js, React, PostgreSQL, AWS

Reach | Software Developer, Core Team | Feb 2022 – Aug 2022

- Led development and integration of Power BI embedded analytics and reports into the merchant admin platform.
- Led development of UI improvements and modernization of the merchant admin application.
- Led development and migration to Kafka for Tax As A Service (Taas) product
- Built Postman automation testing workflows.

- Facilitated cross-team coordination and stakeholder communication.
- Tech: C++, JavaScript, Vue.js, PostgreSQL

Helcim | Infrastructure Developer (Core → DevOps) | Apr 2021 – Feb 2022

- Built and documented Kubernetes infrastructure for the organization.
- Implemented ArgoCD to improve deployment automation and observability.
- Maintained and improved CI/CD pipelines.
- Managed and optimized database infrastructure including the implementation of ProxySQL.
- Led containerization efforts for internal services (including Data Vault service).
- Tech: C, Bash, Kubernetes, Docker

Helcim | Junior Developer, System Security | Jun 2020 – Apr 2021

- Maintained central security services and TLS infrastructure.
- Managed scheduled jobs across microservices systems.
- Supported mitigation of security events including DDoS incidents.
- Implemented QR-code-based 2FA and improvements to internal services.
- Tech: PHP, JavaScript, Vue.js, MySQL

Software Developer Intern | Arterys | May 2018 – July 2019

- Developed and extended existing API to support ML model integrations and identity systems.
- Developed integration and unit testing coverage across platform services.
- Contributed to MFA and third-party identity provider infrastructure.
- Tech: TypeScript, Node.js, AngularJS, Vue.js, MongoDB

Technical Skills

Engineering Leadership

- Team leadership and mentoring
- Technical roadmap execution
- Cross-team program leadership
- Architecture decision-making
- Agile delivery and project planning

Backend & Platform

- Distributed systems
- Event-driven architecture
- Payment infrastructure
- API and platform development

Languages

- TypeScript / JavaScript (Node.js, React, Vue.js, AngularJS)
- Java, C, C++, Python, PHP

Cloud & Infrastructure

- AWS
- Kubernetes, Docker
- CI/CD pipelines
- PostgreSQL, SQL

Testing

- Jest, Mocha
- Unit & Integration testing
- Postman automation