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Objective: Seeking a technically challenging role in a reputed organization with the scope to lead, influence change, and mentor talent.

Technical Experience

- **Skills:** Technical leadership, mentorship, documentation creation, design creation
- **Languages:** golang, Typescript, C#, ReactJS, Redux, Python, Java
- **Protocols:** gRPC, RPC, REST, FIL, IPFS, S3, POP3, IMAP4
- **Cloud Technologies:** AWS, Azure, Digital Ocean, Snowflake, Hadoop

Professional Experience

Senior Software Engineer HBO 04/2021 - Present

- Delivered purchase platform features enabling upgrade-ability and downgrade-ability between ad and non ad supported plans, increasing revenue by 23% organization-wide.
- Worked across the organization to deliver OpenAPI tooling and client generation, reducing internal API consumption fragmentation by 40%.
- Lead a small team delivering operations improvements in Direct Commerce, owning the responsibility for the management of infrastructure. This reduced partner team load by 28%.

Software Engineer II Microsoft 06/2018 - 06/2021

- Worked on team responsible for processing the central infrastructure for Office 365, handing over 1 trillion requests a day, maintaining 99.999% availability.
- Worked cross-team to implement an A/B testing strategy for Outlook Pay). The resulting improvements resulted in a 35% increase in user engagement and 10% hike in successful user scenarios.
- Lead data ingestion effort. Created new signals from our back-end service which lead to a 45% decrease in service latency (from P90 1sec to P90 ~450ms) which improved user retention by 45%.
- Migrated all services to an automated incident resolution platform (~5,000 incidents/week). This lead to a 45% reduction in engineer involvement and a 40% increased MTTR.
- Migrated the telemetry system to a high-capacity event-based system, reducing our costs (of goods and services) from \$250k/region/year to \$112k/region/year.

Software Engineer Rumble Monkey 05/2017 – 11/2017

- Integrated BrainTree in our payment system which reduced user friction by 70% AND increased payments by 30% (due to reduced friction).
- Implemented an open-source API library for Dwolla payments system, reducing payout friction by over 90% which increased user-revenue by 20% in the first year.

Education

Collegedale, TN Southern Adventist University 08/2010 – 01/2016

- M.S.E. in Computer and Information Science, Jan 2016. GPA: 3.8
- B.S. in Computer Science Engineering with Minor in Mathematics, May 2015. In-major GPA: 3.6
- **Graduate Project:** predictive analysis of student grades using predictive analysis and regression modeling on student data