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Dalin Williams

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Professional Summary

Prolific software engineer with 7+ years of developing, monitoring, and managing large distributed systems at scale in large organizations, including Microsoft and Warner Media. Known for being highly competent in golang, C#, and Typescript. Has experience in leading engineers and managing multiple stakeholders on high-impact projects.

Technical Experience

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

Professional Experience

Software Engineer OpenPhone 05/2023 – 11/2023

- Lead an effort to define the product boundaries between 30+ distinct services in a large, 9-year-old monolithic service.
- Designed and implemented a series of service level indicators promoted across the organization, providing a data-driven baseline for service quality and business guarantees.

Senior Software Engineer HBO 06/2021 - 04/2023

- Lead a team of six engineers delivering operations improvements in Direct Commerce, owning the responsibility for infrastructure management. This reduced partner team load by 28%, impacting 20+ engineers.
- Delivered purchase platform features enabling upgrade-ability and downgrade-ability between ad-supported and premium plans, increasing subscription revenue by 23%.
- Lead an effort to improve metric standardization across the finance and payment system teams. This effort resulted in a 34% reduction in on-call churn across 40+ engineers and 3 teams.
- Worked across the payments, finance, infrastructure, and customer service teams to deliver OpenAPI tooling and client generation, reducing API consumption fragmentation by 40% and eliminating request mismatch.

Software Engineer II Microsoft 06/2018 - 06/2021

- Lead a data ingestion effort. Created new signals from our backend service, which led to a 45% decrease in service latency (from P90 1sec to P90 ~450ms), improving user retention by 45%.
- Worked on a team responsible for processing the central infrastructure for Office 365, handling over 1 trillion requests a day and maintaining 99.999% availability.
- Worked across 7 teams with Azure and M365 verticals to implement an A/B testing strategy for Outlook Pay). These improvements resulted in a 35% increase in user engagement and 10% hike in successful user scenarios.
- Migrated all services to an automated incident resolution platform (~5,000 incidents/week). This led to a 45% reduction in engineer involvement and a 40% increase in 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.

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: 3.5
- **Graduate Project:** predictive analysis of student grades using predictive analysis and regression modeling on student data