Job Description

Amazon Business is one of Amazon’s fastest growing new initiatives focused on building solutions to enable business customers to research, discover and buy business, industrial and scientific products in large catalogs; across multiple devices, marketplaces and regions. Our customers include individual professionals, businesses and institutions that buy in either high frequency or in bulk quantities. Our customers have different and frequently more complex needs than the traditional Amazon customer base.  
  
The charter of the Post Purchase Experience (PPX) team is to deliver an integrated experience for all post purchase capabilities and use cases that range from order management (Your Orders), self-service help (Message Us chat bot), and finally assisted service through AB CS Agents (AB CRM, built on top of Customer Support Central). We are also the custodian of overall PPX by collaborating with other PPX teams such as ABA, invoices and MYD (Manage Your delivery). Our vision is to empower customers to execute post order actions through intuitive self-serve experiences that are more convenient than contacting customer support, while enabling customers to interact with customer support (human or bot) if they are preferred channels.  
  
As an SDE on the team, you will develop design patterns, APIs, and highly scalable services that make the B2B use cases intelligent. You will have to work across the AB domain and diverse set of teams and enable them to leverage customer profiles. You will have an opportunity to learn from seasoned engineers and learn/practice cutting edge technologies. We are looking for passionate engineers who are hungry for impactful work and willingness to experiment and learn.

Basic Qualifications

* 2+ years of non-internship professional software development experience
* Programming experience with at least one modern language such as Java, C++, or C# including object-oriented design
* 1+ years of experience contributing to the architecture and design (architecture, design patterns, reliability and scaling) of new and current systems.

· BS in Computer Science, or equivalent background in data structures, algorithms, object-oriented design and systems architecture.  
· 2+ years professional experience building and operating scalable distributed systems across the full software lifecycle including design, implementation, testing, operations, and maintenance.  
· Fluency in one or more modern programming languages such as Java, C# or C++.  
· Experience across front-end user interfaces, business logic, and data tiers.  
· Experience serving as technical lead, including mentorship of more junior software developers.

Preferred Qualifications

* Good problem solving skills
* Good understanding of CS
* some experience or strong interest in the following topics:
* Designing internet-scale public APIs.
* building solutions for enterprises, context-awareness, pervasive computing, and/or application of machine learning
* working with modern tools for big data storage and analysis (e.g., AWS, Apache Spark, Hadoop, SQL, NoSQL
* Foundational machine learning models and concepts: regression, random forest, boosting, GBM, NNs, HMMs, CRFs, MRFs, deep learning.