

Jordan Zhu

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Work Experience

Solutions Architect

Stripe

Jun 2021 - Nov 2022

- Lead Solutions Architect for Startup segment, partnering cross-functionally with Account Executives and Implementation Consultants to help acquire and deploy prospective high value users on Stripe (including Payments, Billing, Connect, Issuing, etc)
- Impacted ~160 deals in a 12 month span, resulting in ~\$3M in projected recurring yearly profit (highest staffed SA in segment)
- Technical and subject matter expert on Stripe's product suite and customer personas -- crafted custom proof-of-concept prototypes, answered integration questions, and debugged API-related issues to allow users to competitively evaluate Stripe's GTM bundles
- Led multiple internal projects focused on knowledge sharing (including cross-organization training on Stripe's Banking-as-a-Solution products), best practices, and scaling SA org impact

Software Engineer

Amazon

Mar 2019 - Apr 2021

- Tech lead for rule processor: built UI for marketers to select customizable rules and backend to process rules in AWS EMR. Ingest and filter against millions of records daily, and output result to marketers. Sped up system by 6x.
- Technical lead for project to enable marketers to send daily intelligent, machine-learning driven insights to Amazon advertisers.
- Led re-architecture of existing system into a more scalable approach, involving multiple designs and spanning months. Built system capable of ingesting millions of records.
- Led initiative to improve operational excellence: enabled full end-to-end testing of internal tool and added a system health check that alarmed engineers when a code deployment would cause failures. Decreased CPU usage of internal service from 90% to 10%.
- Participated in monthly, 24/7 one week on-call rotation. Engage with customers to discover and debug issues, and discuss with product managers to add feature requests to roadmap.
- Led investigation into major system failures and presented two 6-page reports to leadership. Fixed all bugs documented in report.

Software Engineer, Intern

Amazon

2017 - 2018

- Developed complete internal dashboard for advertiser metrics, built API endpoints to calculate metrics stored in Elastic Search
- Tracked expiring EC2 instances using DynamoDB, created notification service for terminating instances using SQS

Education

B.S.E. in Computer Science

University of Michigan

Sep 2014 - Dec 2018

Skills

AWS | Python | C++ | Java | SQL | React | Node.js | Javascript | HTML | CSS |
Ruby