**James Hageman** [jamesd@hageman.ca](mailto:jamesd@hageman.ca)

Software Engineering Class of 2020 | University of Waterloo | [github.com/JamesHageman](https://github.com/JamesHageman)

**SUMMARY OF QUALIFICATIONS**

* Production/infrastructure engineering: deployments, automation, observability, networking, debugging
* Backend application development: web services, API integration, databases, migrations, test pipelines
* Frontend web development: JavaScript, react, redux, server-side rendering, test-driven development

**PROFESSIONAL EXPERIENCE**

**Stripe** Software Engineering Intern – Edge Seattle, WA | Winter 2019

* Designed and implemented a layer-7 DDoS suppression mechanism by upgrading the format of API keys
* Surfaced customer TLS handshake latency metrics by adding telemetry to the Stripe API client libraries

**Apple** Maps Infrastructure Engineering Intern Sunnyvale, CA | Summer 2018

* Migrated CI infrastructure from static hardware assignment to dynamic process scheduling: automating node configuration, increasing utilization, and permitting runs in multiple datacenters for high availability
* Consolidated Jenkins and service log delivery into Splunk and blob storage, simplifying root cause analysis
* Refactored complex monolithic Python codebase, implementing code review, bug tracking, and tests

**Shopify** Production Engineering Intern Waterloo, ON | Fall 2017

* Implemented DNS-based failover for ElasticSearch clusters, reducing incident response time to 5 minutes
* Refactored ElasticSearch indexing to be interruptible and resilient, unblocking our product teams
* Architected a zero downtime ElasticSearch version upgrade using multiple clusters and CI pipelines

**Shopify**  Backend Developer Intern Waterloo, ON | Winter 2017

* Shipped merchant-facing error reporting for Shopify Scripts using Ruby, Kafka, Sentry, and React, increasing merchant trust and decreasing support load from broken scripts
* Streamlined customer migrations to Shopify Plus by developing the [Bulk Account Inviter](https://help.shopify.com/en/manual/apps/apps-by-shopify/bulk-account-inviter) app

**Rangle.io** JavaScript Developer Intern Toronto, ON | Summer 2016

* Developed multiple frontend features of [aldoshoes.com](https://www.aldoshoes.com/) using React, Redux, Redux-Saga, Ramda
* Synchronized between 5 remote teams in an agile process delivering working software every week

**Innovasium Digital** Web Developer Markham, ON | Summers 2012 - 2015

* Migrated legacy CMS platform to Docker using AWS ECS for deployment and CircleCI for automation
* Facilitated multiple onboarding sessions teaching React, Redux and Ruby on Rails to new co-op students
* Built multiple web applications with technologies including PHP, Node.js, React, Angular, SQL, Adobe Flex

**TECHNICAL SKILLS**

**Languages:** Go, Ruby, Python, JavaScript, SQL, Bash, PHP, Elm, Haskell, Java, C++, HTML, CSS

**Technologies:** Docker, Rails, React, ElasticSearch, Kafka, AWS, Kubernetes, Datadog, Splunk, Sentry, Chef, Jenkins

**EDUCATION**

**Candidate for Bachelor of Software Engineering - University of Waterloo** 2015 - 2020

* President’s Scholarship of Distinction for entrance average above 95%
* President’s International Experience Award – Spring 2018

**INTERESTS**

* Performing music: jazz/blues guitar, vocals, piano
* Personal finance: budgeting, investing, and forecasting