

# Jonathan Eid

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## EDUCATION

**Software Engineering (B.S.) | Rochester Institute of Technology | 3.33 | Rochester, NY | 2021**

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## EXPERIENCE

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### **SOFTWARE ENGINEER | EKS @ Amazon Web Services | New York, NY | September 2022 – August 2023**

- Designed features for and maintained API for AWS EKS by leveraging AWS Services (Lambda, DynamoDB, Step Functions, EC2, etc).
- Transitioned experience from EKS Controlplane, the most operationally intense team in the Containers organization, to EKS Multi-ACK team, implementing Controlplane's oncall reporting standard for enhanced process and issue resolution capabilities.
- Responded to on-call issues and performed root cause analysis, achieved \$7500 monthly cost savings by designing operational scripts, reduced paging load by 5% through operational fixes, and investigated drops in success metrics to maintain 99% SLA.
- Played a key role in the fastest expansion of EKS service to a new region, reducing total build time by 1 week, collaborating with cross-functional teams and overcoming challenges under strict deadlines.
- Designed cluster discoverability component for the "Upgrade Insights" EKS feature.

### **SOFTWARE ENGINEER | Blackbird.AI | New York, NY | October 2021 – May 2022**

- Utilized AWS Spot Instances, scale from 0 practices, and matched system specifications to software requirements to save over \$15,000 (40%) a month on AWS Cloud computing costs.
- Scaled full-stack infrastructure for data-ingest pipeline that processes 1TB of data a week that populates the Dashboard application that serves dozens of high-profile clients.
- Designed and implemented backend architecture for an API that categorizes scores based on sentiment analysis from each AI Classifier model. Complete with user authentication, rate-limiting, usage tracking for billing, testing, and cost-effective cloud infrastructure & scaling logic.
- Configured vertical & horizontal scaling and networking for Kubernetes cluster; deployed, backed up, and scaled Neo4j and Elasticsearch databases, setup up dashboards and alerts on Prometheus / Grafana, and created CI/CD pipelines on Teamcity.
- Worked with Product Manager on frontend application to improve UI and user experience analytics

### **DEVOPS ENGINEER | Blockchain Center | New York, NY | January 2021 – September 2021**

- Designed the development/staging/production environments for our web apps and micro-services using AWS CDK.
- Identified patterns in our deployments to then implement an object-oriented design within the CDK to bootstrap each Web Service with CI/CD Pipelines, Resource Monitoring, and Alert Notifications based on similar configuration specifications.

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## SKILLS

**Programming Languages:** Java, Javascript, Typescript, Python, Bash, GO / Golang, Ruby, C / C++, HTML / CSS  
**Cloud Technologies:** Kubernetes, Docker, AWS, Terraform, Linux, Git, Helm  
**Database:** MySQL, MongoDB, Firebase, DynamoDB, NoSQL, Redis  
**Frameworks:** Node.JS, AngularJS, React