

Lew Gordon

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Software Summary

Languages (Professional): Go, Typescript/NodeJS, Java, Python, Bash.

Languages (Proficient): C/C++, Groovy, Ruby.

Frameworks: Serverless, Flask, Spring, JUnit, Mockito, Hibernate

Tools: Cloudformation, Docker, Ansible, Jenkins, SumoLogic, NewRelic, PagerDuty, Packer, Terraform, Vagrant

Databases/Eventing: Kafka, SNS, SQS, Postgres, S3, DynamoDB

Other: Linux {Amazon Linux, Ubuntu}, AWS

{EC2, VPC, Route53, IAM, ALB, Cloudfront, Cloudwatch, Lambda, StepFunctions, ECR, EMR}

Work experience

Twilio

July 2021 — Present

Principal Software Engineer, Segment

- Worked as tech lead for the Marketing Analytics team for a brand new product, Twilio Engage.
- Lead architecture for the system for Pilot, Beta, and GA phases for the product.
- Made changes to support our product within our backend NodeJS/Golang service.
- Built out our ingestion portion which ingested data into ClickHouse to be queried from our Node service and frontend. This was built handle scale at 22 billion messages per day.
- **Tech stack:** NodeJS/Typescript/MySQL/Golang/Redis/ClickHouse/BigQuery/Kafka/Datadog/ECS/EKS

Genesys

January 2020 — July 2021

Team Lead, Lead Software Engineer, Unified Communications

- Work primarily focused on integrations with third party applications, such as Microsoft Teams, Zoom, and RingCentral.
- The team's goal was to integrate our chat platform with external services including chat, presence, video, and telephony.
- Developed backend serverless service that was required for OAuth2 authentication for the third party applications.
- Created primary email notification sending microservice required to handle current scaling issues.
- Created serverless email receiving service for QA so emails can be verified easily by pulling the email MIME message from S3.
- Used SumoLogic for log aggregation and a mix of NewRelic and CloudWatch metrics for monitoring.
- Monitoring fed into PagerDuty alerts for which our team was directly responsible.
- Worked on tooling to help finalize a fully automated continuous integration pipeline that would automatically deploy the production build to 10 AWS regions.
- Helped build an internal plugin for the Serverless Framework that is now used by 40+ services in the company.
- **Tech stack:** Java/Spring Boot/DynamoDB/Redis/Kafka for non serverless projects, and AWS Lambda/NodeJS/Typescript/DynamoDB for Serverless projects.

Genesys

July 2017 — January 2020

Senior Software Engineer, Devops

- Helped develop tools to build out the company's CICD pipeline, track cloud spending, and increase developer productivity through tooling.
- Modernized our tooling that allows SSH via principals mechanism in Python using low level socket programming techniques.
- Led architectural efforts to scale our internal Jenkins CI from 20 nodes to 600+ nodes using AWS Auto Scaling and Go.
- Helped to create the company standard common pipeline library for Jenkins.
- Used Angular 2+ and Flask to create a tool to automatically provision access for onboarding developers.
- **Tech stack:** Python/Golang/DynamoDB/S3/Flask/Lambda/Postgres.

Interactive Intelligence/Genesys (Acquisition)

January 2015 — July 2017

Senior Software Engineer, Voice

- Worked as part of a greenfield VOIP telephony team.
- Helped migrate our datacenter infrastructure to an AWS cloud based architecture.
- Worked on a number purchasing portal to enable customers to purchase and/or port numbers to have working on a real phone within minutes.
- Created a common Jenkinsfile DSL to easily standardize deployments across our 10+ Spring Boot microservices.
- Worked on billing statistics for our system utilizing Kafka, Avro, S3, and Pig to create queryable call data.
- Architected and handled operational support for both of our Storm and Druid clusters.
- **Tech stack:** Java/Spring Boot/DynamoDB/Redis/Postgres/Storm (Trident)/Druid/Hadoop (Pig)/Kafka/S3.

Red Hat

October 2014 — January 2015

Software Application Developer

- Worked as part of a maintenance/development of 30+ web based apps.
- Most applications used Java in conjunction with varying versions of Spring and/or Struts.
- Developed an AngularJS application during a day long hackfest now in development within the team.

Orasi

August 2011 — October 2014

Software Consultant

- Developed company wide time off tracking tool with Ruby on Rails.
- Worked with multiple companies on automated testing and tooling.

Notable Github contributions

- Serverless Framework (NodeJS) -- Kafka event support: <https://github.com/serverless/serverless/pull/8784>
- Serverless Framework (NodeJS) -- Context support: <https://github.com/serverless/serverless/pull/8652>
- python-semantic-release (Python) -- allow the use of .pypirc: <https://github.com/relekang/python-semantic-release/pull/325>
- paramiko (Python) -- Windows OpenSSH support: <https://github.com/paramiko/paramiko/pull/1837>
- cucumber (Ruby) Added '--init' to CLI tool -- <https://github.com/cucumber/cucumber-ruby/pull/699>

Education

BS, Computer and Systems Engineering/Computer Science

August 2006 — May 2011

Rensselaer Polytechnic Institute

Dual degree in Computer Science and Computer and Systems Engineering

