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## Education

### Worcester Polytechnic Institute

Worcester, MA

May 2017

- **Bachelor of Science in Computer Science**, GPA: 3.21 / 4.0
- **Related Coursework:** Object Oriented Analysis and Design, Network Security, Artificial Intelligence, Database Systems, Data Mining, Embedded Systems, Data Science, Linear Optimization, Operating Systems, Webware
- **Honors and Awards:** Skull Honor Society, Dr. Allan Parker Scholar (2017), Top TKE Award (2016, 2017)

## Languages and Technologies

- **Languages:** Java, Python, Javascript/HTML/CSS, C++, SQL, Bash
- **Frameworks and Libraries:** Dropwizard, React.js, Typescript, Spring
- **Tools:** Git, AWS (Dynamo, EKS, SNS/SQS, Kinesis, S3), Kubernetes, Maven, NPM, Postman, Lightstep, Kibana, Grafana, GCP, Mode, Jira, Slack

## Employment

### Staff Engineer, Messaging Team

Drift

July 2021 - Present

- Optimized our architecture to increase Drift's active conversations capacity 3x, from 100/min to 300/min.
- Improved architecture by using message queue paradigm to diminish downstream errors and latency.
- Migrated and deployed Drift's message sending infrastructure in European Union datacenter for the first time.
- Reduced downtime from previous quarter 3x by eliminating dependencies and improving alarming.
- Oversaw the success of high traffic events for our customers, like Peloton's Black Friday or AWS's re:Invent

### Technical Lead, Messaging and Meetings teams

January 2020 - Present

- Supervised the performance of two engineers by holding weekly 1 on 1's and quarterly reviews.
- Communicated with our product manager on project timelines and aligned on technical priorities.
- Planned and aligned on Objectives and Key Results for the quarter with Product and Engineering leadership.
- Broke larger projects into milestones that allowed engineers to work in parallel without blocking each other.
- Prioritized and resolved incoming bugs and tickets with our support team.

### Senior Software Engineer, Meetings Team

October 2019 - July 2021

- Improved Meeting Scheduling Service Level Objective from 96.2% to 99.9% success rate, and decreased Availability Search SLO from 5s to 2s (99th percentile) by refactoring and optimizing legacy code.
- Separated Meetings functionality from a monolith architecture into its own microservice, with no downtime, while also updating the code to Java11.
- Managed a multi-team effort to build text messaging and phone calling features using the Twilio API.
- Built out the full stack Zoom integration to include Zoom meetings links on Drift calendar events, and allow users to start a call from the chat view.

### Software Engineer, Meetings Team

June 2018 - October 2019

- Built Google and Microsoft calendar integrations, which allowed users to book meetings with their customers directly through Drift.
- Supported OAuth 2.0 connections and handled errors for Microsoft and Google APIs.
- Launched the Drift Assistant, which sends personalized reminder emails to a customer before a meeting.
- Maintained 99.9% success rate for Assistant emails by reducing dependencies and establishing fallbacks.

### Software Engineer, Services Team

128 Technology

March 2017 – June 2018

- Worked in a 90 person startup building a next generation, session smart, SD WAN router.
- Designed and implemented various services such as DNS, DHCP, and PPPoE.
- Features were written in C++14, while CLI components and integration tests were written in Python3.