Rey Williams

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EDUCATION

- **Florida Atlantic University** — Boca Raton, FL
  B.S. in Computer Science, Certificate & Concentration in Data Science & Artificial Intelligence (AI) — GPA: 3.9

SKILLS

- **Languages**: Java, JavaScript, TypeScript, C++, C, Python, SQL, CSS, C#, Kotlin, Kusto (KQL)
- **Technologies**: ASP.NET MVC, AWS, Azure, Docker, Jenkins, JUnit, Kubernetes, Mockito, Node.js, React, Spring Boot
- **Certifications**: Azure Sol. Architect (AZ 305) Azure Admin. (AZ 104), Azure AI Fdmntls (AI 900)

EXPERIENCE

- **Expedia Group** — Seattle, WA
  Software Development Engineer - Order Management Services (OMS) — August 2023 - Present
  - Designed and implemented scalable APIs (GraphQL, gRPC, REST) and tier-1 services to streamline order management workflows for over 1,000,000+ monthly travelers, enabling efficient handling of diverse order CRUD use cases.
  - Built conductor and state management service for post-booking changes leveraging DynamoDB for high scalability and performance - prioritizes availability and partition tolerance for tunable consistency.
  - Developed key ordering APIs for customer self-service, enabling automated post-booking eligibility checks and streamlining the travel experience.
  - Live production support; maintained uptime for tier 1 microservices through prompt outage resolution, effective client issue debugging, and comprehensive business use case clarification.
  - Accelerated software release cycles by 25% through the creation of custom deployment pipelines employing Spinnaker, Jenkins, and GitHub Actions, incorporating shift-left testing practices.

- **Microsoft** — Fargo, ND
  Cloud Support Engineer - Azure IaaS Virtual Machines & Storage — August 2022 - August 2023
  - Supported Fortune 500 production systems on Azure, ensuring optimal performance and service availability through technical guidance & remediation.
  - Collaborated across teams to improve Azure product design and functionality, driving a ∼23% reduction of routed issues.
  - Azure Files Subject Matter Expert; Created and maintained technical documentation, reducing redundant engineer engagement by ∼13% and troubleshooting hours for 100+ engineers.
  - Improved customer satisfaction by ∼17% through resolving complex cases and consistently meeting service level agreements in 100% of cases.
  - Recognized in Monthly Employee Spotlight for immense first-year growth and career velocity.

- **Origami Risk** — Chicago, IL
  Fullstack Software Engineer — May 2022 - August 2022
  - Developed and implemented risk management solutions in ASP.NET MVC, SQL Server, C#, and JavaScript for 800+ clients in healthcare, insurance, and manufacturing
  - Built an audit-able risk assessment component, improving workflow speeds by ∼30%.
  - Increased overall test suite accuracy by ∼54% and execution time by ∼11% through comprehensive refactoring of cross-layer and domain tests.
  - Built new components to support and manage client product implementations across all layers (database, services, web UI).

- **Walmart Global Tech** — Bentonville, AR
  Front-end Software Engineer - Checkout / Point of Sale — June 2021 - August 2021
  - Organized, developed, and deployed integral components to support the release of point-of-sale and e-commerce components with technologies such as TypeScript, React, and React Native.
  - Developed dynamic image component leveraging a proprietary marketing and media content API, eliminating static image storage and ensuring real-time content delivery.
  - Implemented server-side caching for image component, reducing bandwidth usage by 6%, saving ∼3% in costs, and improving page load times by ∼19%.
  - Developed component for dynamic product rendering based on store/site parameters.

PROJECTS

- **Wavelength - Tutoring Web App**:
  - Serverless full-stack tutoring app (modified MERN stack - MongoDB, Express, React, Node). Integrated Auth0's authentication API, Zoom API for meetings, and Google Calendar API for scheduling. Demo here.

- **Persistent Shopping Platform**:
  - Java e-commerce app featuring an interactive GUI, user persistence, real-time inventory updates, and MVC architecture. Demo here.