
Alicia Harris
Software Engineer
100 NE 45 St
Seattle, WA 98105
(804) 715-7905
aharri13@syr.edu

SKILLS

- Coding experience and expertise in Java programming, as well as proficiency in Python, C, Kotlin, and Swift.
- Front-end knowledge and non-work experience with HTML, CSS, Javascript, React.
- Knowledge and experience with AWS Services to include EC2, Lambda, S3, CloudWatch, and CloudFormation.
- CompTIA Security Plus certified.
- DOD Secret Security Clearance.
- Great problem solving skills and propensity to learn and develop tech talent.
- Knowledge on API design and development.
- Ability to learn on the job, work independently, and pick up new skills over time.

EXPERIENCE

Amazon, Seattle, WA - *Software Engineer I*

July 2021 - Jan 2023

- Work closely with senior and principal engineers to deliver quality technology solutions to roughly 22% of Amazon customers who have smart appliances.
- Work on backend functionality for products within the Alexa Smart Home Organization, in particular with functionality for lighting appliances in Java.
- Developed a sound understanding of putting in place and leading engineering excellence initiatives across teams such as reviews, Bar raising code and COE reviews.
- Use data from testing, deployment, and production to measure quality and provide actionable improvement to the products of the team.
- Implemented deep-dives into client or server systems to optimize for performance, maintainability, scalability, extensibility as needed.
- Propose innovative tools, frameworks, automations and processes to either cut time, improve accuracy, or revamp and clean current features and customer experience.
- Led and has experience working in an agile environment, utilizing scrum and technologies like Jira and Confluence.
- As a member of the Smart Home Lighting team, contributed to the

improvement of accuracy of sunrise/sunset times within Alexa Guard which lowered the use of the default zip code to 7% from originally 21%.

- As a member of the Smart Home Lighting team, contributed to the improvement of the Hunches Experience by incorporating the AdjustBrightness directive to fix a customer impacting issue.
- Worked on large-scale, complex projects in the Smart Home Lighting team to include features like, Alexa Guard, Hunches, Speechlet, and LightingTimerService.
- Conducted data analysis on changes in performance and impact of services as well as for the scaling of our services when launching new Features like Sleep and Awake Timers for Vienna devices in which we saw an 11.5% increase in devices bought. This required the use of Gameday and Load Tests to ensure our services could handle the increase in its use.

US Army National Guard, Fredericksburg, VA - 25N Nodal Network
Operator/Maintainer

April 2015 - 2021

- Operate on the Brigade level to install, maintain and restore all communications in order to accomplish the mission of the Army.
- Lead a team of up to four soldiers to ensure all communications are running in a proficient manner and time.
- Monitor the system for equipment failure or errors in performance.
- Respond to program error messages by finding and correcting problems or terminating the program. Notify the supervisor or computer maintenance technicians of equipment malfunctions.
- Electronic switching systems repair and WAN network.
- Perform system/network operations and correct system faults.
- Maintenance on all internal communications systems devices.
- Field level maintenance on electronic nodal assemblages, combat net radios and ancillary communications equipment.

Marine Corps Forces Command, Norfolk, Va - Netops Specialist Junior
May 2017 - July 2017

- Supervised the overall network for the Marine Forces Command units under the RNOSC-LANT. Gave briefings on the status of the networks under supervision.
- Under general supervision, monitored the infrastructure and network, and responded appropriately to alerts and events.
- Responded to infrastructure repairs, including directing remote activities to maintain operational effectiveness for services.

-
- Responded to incidents from triage through resolution, including escalations, where appropriate.
 - Provided root cause analysis documentation in accordance with Government procedures.
 - Documented daily shift activities in appropriate reporting and ticketing tools and ensure proper pass down of any outstanding issues.

EDUCATION

Syracuse University, Syracuse, NY - *B.S. Computer Science e*

August 2017 - May 2021