Alexander Sauceda

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Summary

A dedicated and versatile backend developer looking to utilize API-driven development, system architecture, and software engineering skills learned through 8+ years with Amazon.

Experience

Systems & Software Engineer *Seattle, WA*
Amazon Photos, Trust & Safety Engineering *Aug 2021 – present*

- Designed and implemented a new Java-based abuse reporting service to ensure compliance with the European Union's Digital Services Act, preventing fines of up to 6% of Amazon.com's global turnover (~$34.5 billion). Reduced process defects from legacy abuse reporting service by ~89% YoY.
- Designed and implemented new service to automate handling of customer account issues, reducing engineer hours spent on manual processes by 25%. Utilized Python, AWS Lambda, DynamoDB, and SQS as well as Cloud Development Kit (CDK) for infrastructure as code.
- Earned AWS Certified Solutions Architect - Associate certification.
- Oversaw service operations, including CI/CD pipelines, CloudWatch monitors, resolving high-severity incidents and providing root cause analysis as part of team's on-call rotation.

Support Engineer *Seattle, WA*
Amazon Explore, Business Development *Aug 2020 – Aug 2021*

- Designed and implemented new analytics tooling, enabling business development teams to proactively identify and correct poor customer experiences, resulting in a customer satisfaction score increase of ~4%.
- Developed a new onboarding guide for partners selling "experiences" and reduced onboarding time by 10% for new sellers.
- Investigated customer-facing issues and provided root-cause analysis to the software development team which resulted in a reduction of software-related defects from 9% to 1.5%.
- Developed a new org standard process for remediating seller connectivity issues.

Program Manager/Area Manager *Seattle, WA/Phoenix, AZ*
Amazon Fulfillment/Supply Chain Execution *June 2016 – Aug 2020*

- Streamlined reporting process for fulfillment network fullness by leveraging SQL skills, which reduced manual bridging time by ~5 hours/week.
- Automated team reports using SQL, Excel, and AWS Quicksight, saving ~20 hours/month.
- Executed multiple projects to reconfigure racking, adding 70,933 cubic feet of storage and saving ~$1,053,940 compared to building new racking.
- Oversaw utilization and stow strategy, setting a new building inventory record with a 15.8% improvement, resulting in 110% storage utilization and ~$900,000 cost savings.

Education

University of Arizona *Aug 2012 – May 2016*
BS in Information Sciences

Skills

Technologies: Java, Gradle, Dagger dependency-injection framework, Python, AWS (Lambda, SQS, DynamoDB, CDK), SQL, Git, CI/CD pipelines, Nix, Ansible