Avritt Rohwer

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Professional summary

Software Engineer seeking to work on impactful public services. Achieves impact via concise, iterative deliverables. Collaborates by implementing simple solutions that are easy to maintain and by treating documentation as a first-class engineering artifact.

Key skills

Monitoring and Observability	SLIs/SLOs	Data-driven analysis
Kubernetes	Google Cloud Platform	Amazon Web Services
Go	Relational databases	SQL
Github actions	Shell scripting	Terraform

Experience

Software Engineer, Google Kubernetes Engine
September 2019 - current

- Designed and implemented a Kubernetes Control Plane VM bootstrap success rate SLI and SLO. Designed and implemented logs observability pipeline and fleet analytics tooling. Utilized tooling to identify 15 unique failure modes, 6 of which were proactively caught via SLO alerts. Implemented or delegated mitigations as appropriate, achieving consistent per-minor-version, per-location 99.9% success rate.
- Wrote and maintained a fleet analysis Colab (Jupyter notebook) template. Utilized tooling to identify impact of 8 production issues. Facilitated and led 3 team training sessions on data analysis.
- Designed and implemented an oncall ticket responder that provides useful debugging context. Delivered highest-priority functionality for my team, reducing our alert median-time-to-resolution by 18 hours. Wrote a design to make the responder usable and extendable by other teams. The design was implemented by another team who used it reduce their customer issue mean-time-to-resolution by 5 days.
- Collaborated with customer support organization to reduce toil. Proposed a streamlined customer outreach process for our team which has saved 100+ extraneous tickets from being created. Wrote playbooks and adjusted permission policies enabling support engineers to run common mitigation commands.
- Designed a ramp-up project for a new engineer joining the team. Provided one-on-one mentorship enabling successful implementation.

Software Engineer, Google.org Fellow on CiviForm
September 2022 - March 2023

- Led enhancements to the CiviForm cloud deployment tool. Wrote a 6 month roadmap and delivery plan.
- Helped ensure a successful launch in the state of Arkansas. Collaborated with state IT administrators to fix deployment issues and ensure CiviForm integrated into their infrastructure.
- Designed and implemented documentation generation for all environment variables the CiviForm server reads from. Integrated into developer workflows via a GitHub action.
- Designed and implemented end-to-end testing of the cloud deployment tool.
- Designed and implemented the pgadmin command allowing for temporary database access via a web UI.

IS Intern, Warner Norcross + Judd LLP
May 2018 - January 2019

- Prototyped and developed a sales-lead management application. Leads were tracked per-user with rollup views available to management.
- Application was implemented via a React frontend which talked to a .NET Core backend deployed on Microsoft IIS. Data was stored in a Microsoft SQL Server database.
- Implemented customer contact import from Outlook and a legacy CRM SOAP API.

Helpdesk Intern, REMC 1
September 2016 - December 2017

- Provided technical help-desk services by phone, email, online chat, and on-site to dozens of school districts.
- Packaged and deployed software to thousands of computers.

Education

BS, Computer Science; minor, Mathematical Sciences
Michigan Technological University. September 2016 - May 2019

- Awarded a Certificate of Merit for Outstanding Academic Achievement in Introduction to Coding Theory.