

Avritt Rohwer

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In my work, I strive to:

- Intentionally define success metrics in project proposals.
- Achieve impact with small, iterative deliverables.
- Implement simple solutions that are easy to understand and maintain.
- Treat documentation as a first-class engineering artifact.

Experience

Software Engineer

September 2019 - current

Google Kubernetes Engine, Seattle WA

- Owned end-to-end delivery of reliability-focused projects.
- Implemented SLOs and alerts to automatically detect degradation in system performance.
- Delivered SQL-powered debug dashboards synthesizing multiple data sources to 1) track existing known issues and 2) enable impact and root-cause analysis of unknown issues.
- Led incident response - assessing impact, prioritizing mitigation, and assisting owners in identifying the root-cause.
- Root-caused external customer issues and worked with support engineers to clearly communicate the issue and potential fixes.
- Led internal team retrospectives, facilitating discussion to find process improvements. Owned proposal and delivery of improvements.
- Proposed and owned toil-reduction of inter-team processes. Worked with stakeholders from both teams to ensure shared success.

IS Intern

May 2018 - January 2019

Warner Norcross + Judd LLP, Grand Rapids MI

- Prototyped and developed an internal web application that streamlined the sales pipeline.
- Integrated the sales pipeline into existing legacy services and workflows.

Helpdesk Intern

September 2016 - December 2017

REMC 1, Houghton MI

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

Shift Manager, Barista

June 2014 - August 2016

Biggby Coffee, Grand Rapids MI

- Provided valued customer service.
- Quickly advanced to a shift manager after only a few months of work.

Education

BS, Computer Science; Minor, Mathematical Sciences

September 2016 - May 2019

Michigan Technological University, Houghton MI

- GPA: 3.20.
- Awarded a Certificate of Merit for Outstanding Academic Achievements in *Introduction to Coding Theory*.