

Avritt Rohwer

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In my work, I strive to:

- Implement simple solutions that are easy to understand and maintain.
- Define success metrics before beginning implementation.
- Achieve impact with concise, iterative deliverables.
- Treat documentation as a first-class engineering artifact.

Experience

Software Engineer

September 2022 - March 2023

Google.org Fellow, CiviForm

- Led enhancements to the [CiviForm cloud deployment tool](#). Wrote a [6 month roadmap and delivery plan](#) to guide my time.
- 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 the [pgadmin command](#) allowing for temporary database access via a [web UI](#).
- Designed and implemented [end-to-end testing](#) of the cloud deployment tool.
- Designed and implemented [documentation generation](#) for all environment variables the CiviForm server reads from. Added a GitHub action that ensures any added environment variables have corresponding documentation.

Software Engineer

September 2019 - August 2022

Google Kubernetes Engine, Kubernetes Control Plane team

- 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.
- 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 to reduce their customer issue mean-time-to-resolution by 5 days. The responder is used by 6 teams.
- 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 in GKE.
- Collaborated with our 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 enabling support to run common mitigation commands which has saved 6 customer issues from being escalated to our team.
- Designed a ramp-up project for a new engineer joining the team. Provided one-on-one mentorship enabling successful and timely implementation.

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.

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 Achievement in *Introduction to Coding Theory*.