AUSTIN WARD

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EXPERIENCE

Klaviyo, Boston, MA   August 2022 – Present

Senior Software Engineer, Integrations

- Implement CI/CD for all extension-based integrations, reducing deployment time by 75%
- Identify and resolve critical points of failure for outbound data pipeline via load testing, improving throughput by 218%
- Migrate deprecated Memcached cluster without downtime, preventing degradation and slab imbalance

Klaviyo, Boston, MA   June 2021 – August 2022

Software Engineer II, Integrations

- Abstracted outbound advertising pipeline to reducing advertising integration creation time by 20%
- Optimized inbound data pipeline to handle peak loads of 25k requests per second, an increase of 30%
- Decreased onsite support tickets by 77% for Shopify customers by preventing duplicate onsite tracking scripts

Capital One, New York, NY   January 2020 – June 2021

Senior Associate Software Engineer, Feature Platform

- Automated feature computation for 400+ features by architecting the orchestration system
- Eliminated 30 minute feature ingestion delay by implementing a sub 200 millisecond hook-based ingestion

Capital One, New York, NY   August 2019 – January 2020

Associate Data Engineer, Enterprise Customer Intelligence

- Maintained elastic Kafka event aggregation pipeline, handling peak loads of 400 million events/day
- Achieved per-build static and composition analysis by decreasing run time from 7h to 5m

Capital One, Wilmington, DE   July 2018 – August 2019

Associate Software Engineer, Small Business Bank

- Reduced Small Business Bank support calls by developing atomic, context-aware transaction APIs
- Decreased deployment time and failure rates by automating continuous integration and deployments

EDUCATION

Binghamton University, Thomas J Watson College of Engineering and Applied Science   May 2018

Bachelor of Science, Computer Science

SKILLS

Languages: Python, JavaScript, Rust, SQL, Go, HCL, PHP, Java

Technologies: Terraform, StatsD, Redis, Memcached, React, GraphQL

Platforms: AWS, Docker, MySQL, Jenkins, GitHub Actions, RabbitMQ, DataDog, Grafana