Bailey Johnson

Software Engineer
Seattle, WA

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Experience

Flexport (Bellevue, WA)   April 2023 - **Present**
Software Engineer II **-** Demand, Messaging, Client App
Ruby on Rails, Kafka, Postgres, Typescript, React, GraphQL

- Led the development of a highly scalable bidirectional sync between Flexport's platform and CRM, eliminating sync failures, saving ~$35K in annual maintenance costs, and freeing up 6% of our team's annual engineering capacity. Hosted multiple cross-team architecture discussions, built our technical roadmap for the project, and delegated tasks to junior colleagues.
- Designed and implemented an automated message assignment system, collaborating with product and customer support teams to ensure full assignment accuracy. This reduced average response time to customer messages by 23%.
- Developed a thread history feature that provided visibility into thread assignments and statuses, greatly reducing the number of support tickets for our team.

NarrativeDx / Press Ganey (Remote)   July 2021 - April 2023
Software Engineer I → II **-** AI Solutions
Python, Django, AWS, FastAPI, Java, Vue.js

- Migrated our monolithic NLP pipeline to a microservices architecture, implementing tokenization and phrasing services to improve modularity, scalability, and system performance.
- Integrated third-party sentiment & PHI endpoints into our RLHF sampling algorithm, improving model accuracy from 88% to 96% and improving confidence in sampled data selected for review.

NASA (Houston, TX)   June 2020 - July 2021
Software Engineer I **-** Mission Control Common Services
VB, .NET, C#, Java, C++

- Created a bulk-editing utility for our property management app, reducing average session time by ~20%, saving users ~4 hours/month, and cutting costs by ~$25K/year.
- Optimized log-rotation in our data registry service, adding service-level retention settings to ensure mission compliance and reducing disk usage by ~15%.

Education

Coastal Carolina University (Conway, SC)   August 2017 - May 2020
B.S. in Computer Science

Elective coursework in software engineering (React + Spring), machine learning (TensorFlow), parallel computing (C + MPI), and scientific modeling (Pandas).

References available upon request. Please visit baileyjohnson.io for more information.