Benjamin Don

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Experience

- **Intuit** — Mountain View, CA
  Senior Software Engineer - Search — *Dec. 2024 - Present*
  - Built GraphQL-based Search Service using Kotlin and Spring Boot, unifying data access across QuickBooks microservices as the primary search backend serving 20M+ daily requests
  - Engineered reactive service using Kotlin coroutines and optimized thread pools, reducing infrastructure costs by improving concurrent request handling with lower CPU/memory footprint
  - Designed object-oriented search provider framework, accelerating feature velocity and enabling rapid integration of new search clients
  - Architected intelligent cache invalidation system for search results using Valkey/ElastiCache, achieving 80% latency reduction and 40% hit rate while maintaining data consistency across dynamic entity updates
  - Developed AI-powered semantic search capabilities enabling natural language query processing and complex search operations
  - Created performance testing framework using WireMock to simulate faults and progressive load in pre-production, preventing incidents and enabling confident scaling
  - Established CI/CD pipeline for weekly releases with comprehensive instrumentation and on-call alerting infrastructure
  - Contributed to MCP-based agent for Claude that auto-generates Wavefront dashboards from application metrics, enabling engineers to bootstrap observability in minutes instead of hours

  Software Engineer II - Search — *Jan. 2023 - Nov. 2024*
  - Modernized QuickBooks search bar UI using React Hooks and responsive design, increasing search adoption by 30% through improved user experience
  - Designed and implemented full-stack self-service portal (React + Java REST API) during hackathon, enabling PMs to manage search routes and eliminating manual engineer uploads
  - Architected AWS S3 data pipeline to migrate static search routes from legacy service to modern search backend

  Software Engineer - Audit Log — *Sep. 2021 - Dec. 2022*
  - Led Transaction History redesign as part of monolith-to-microservices migration, building React components for new backend architecture
  - Built high-demand CSV export feature using parallel API requests and client-side aggregation, serving 10K+ daily users

  Software Engineer Intern — *Jun. 2020 - Sep. 2020*
  - Delivered mobile-first responsive UI improvements for QuickBooks web app

- **Tapestry Solutions** — San Luis Obispo, CA
  Software Developer — *Jul. 2018 - Dec. 2019*
  - Built React-based inventory management system for military supply chain operations

Programming Skills

Languages: Kotlin, Java, JavaScript/TypeScript, Python, SQL
Frameworks & Tools: Spring Boot, React, Node.js, GraphQL, Elasticsearch, Redis, Docker
Cloud & DevOps: AWS (S3, EC2, Lambda), Kubernetes, CI/CD Pipelines, Microservices Architecture

Education

- **California State Polytechnic University** — San Luis Obispo, CA
  Bachelor of Science in Computer Science — *Sep. 2016 – Mar. 2021*