Michael Thomas

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WORK EXPERIENCE

Amazon - Software Development Engineer I

Feb 2022 - Current   Seattle, WA

- Provided designs, documentation, and development work for a large scale cloud migration of multiple high traffic, low latency Tier-1 services. This included developing microservices using various AWS products and a proprietary container-based platform to support *Kindle* content delivery.
- Managed, updated, and provided on-call support for multiple Tier-1 services requiring development work in multiple languages including Java and TypeScript.

Amazon - Support Engineer III

June 2021 - Feb 2022   Seattle, WA

- Designed and implemented core components for the *Look Inside The Book* feature migration from an unsupported Perl framework to a JavaScript and Java based solution.
- Enabled the marketplace expansion of the *Amazon Kids+* program as a single contributor. This included new infrastructure setup and updating the *Kindle Web Reader* application to support right-to-left pagination. This work resulted in a 320% increase in daily traffic to the program.
- Developed custom workflows to increase the success rate of *ComiXology* content ingestion by 30%.
- Triaged issues and provided updates for multiple Tier 1 services as part of an on-call rotation.

Amazon - Support Engineer II

May 2019 - June 2021   Seattle, WA

- Provided updates to 27 different KTLO services requiring development work across languages including Java, C++, JavaScript, WML, SQL, Perl, and YAML.
- Brought the Kindle for PC & Mac applications out of KTLO to ship new updates and features, paving the way for the creation of a brand new developer team.
- Created automation reducing the number of incoming support tickets by 12% year-on-year.
- Updated and standardized documentation for 15 years worth of service history.

Microsoft - Lab Engineer

Jan 2015 - Oct 2018   Seattle, WA

- Triage device failures and draft root cause analysis documentation.
- Design and implement monitoring software to generate alerts and reports on device health.
- Create software automation for previously manually executed tasks.
- Worked toward zero-downtime infrastructure maintenance and patching.

EDUCATION

Bellevue College - B.S., Computer Science

2018 - 2021   Bellevue, WA

SKILLS

Java, JavaScript, C#, SQL, Spring, NodeJS, Git, Docker, AWS Cloud Computing (CloudFormation, CloudFront, Lambda, API Gateway, KMS, IAM, CloudWatch)