

# Michael Thomas

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(509) 953-4294

Kent, WA

## WORK EXPERIENCE

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### **Aiphone** - Software Development Engineer II

May 2023 - Current

Redmond, WA

- Leading the expansion of SaaS offerings. This includes designing and implementing user management systems, cloud based configuration systems, and billing portals. All components are built on AWS and driven by CI/CD pipelines.

### **Amazon** - Software Development Engineer I

Feb 2022 - Feb 2023

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 KTLO services based on Java, C++, JavaScript, WML, SQL, and Perl.
- Brought the Kindle for PC & Mac applications out of KTLO to ship new updates and features.
- 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

Redmond, WA

- Design and implement monitoring software to generate alerts and reports on device health.
- Create software automation for previously manually executed tasks.

## EDUCATION

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### **Bellevue College** - B.S., Computer Science

2018 - 2021

Bellevue, WA

## SKILLS

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