Brad Burch

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WORK EXPERIENCE

Software Engineer

Front.com, San Francisco, CA   **May 2022 - September 2022**

- Redesigned cross-functional Node.js microservice architecture of a two-way sync system handling 1.1M requests/hour using a priority-based Go scheduler and Kafka streams to increase accuracy and reliability for all email webhooks.
- Developed and deployed a REST API for account-based rules, driving a 30% increase in adoption.
- Optimized contact CSV importer, facilitating incremental file uploads while preserving crucial historical customer data, leading to a 5% reduction in processing time.
- Performed critical upgrade of core JavaScript email library responsible for sending over 200,000 outbound emails per month, bolstering security measures.

Software Engineer

Total Brain, San Francisco, CA   **May 2019 - September 2021**

- Spearheaded the design and implementation of a Scala backend integration system for Apple, Google, and Facebook authentication platforms resulting in a 60% increase in new user sign-ups.
- Leveraged Box APIs to provide secure and user-friendly folders for confidential customer files, seamlessly integrating with SSH for an enhanced customer experience.
- Orchestrated the seamless migration of user data from a legacy relational MSSQL database to DynamoDB, implementing a modernized NoSQL schema while achieving a 50% reduction in overall API response times.
- Implemented seamless integration of HubSpot APIs to synchronize critical customer and lead data, enhancing customer success, sales, and product experiences.
- Standardized and optimized the SSO systems for SAML 2.0 and JWT, streamlining the onboarding process for new customers.
- Improved API response times by 50% through the implementation of an in-memory caching system for DynamoDB tables.
- Increased developer productivity by 70% with a Jenkins continuous integration (CI) and continuous delivery (CD) pipeline for all development backend systems while increasing observability.
- Automated and streamlined the release process by 75% by utilizing Jenkins pipelines and efficient bash scripts.
- Facilitated the onboarding of new Enterprise clients by providing engineering expertise through proactive communication with Customer Success and clients via calls.
- Mentored and onboarded new developers through the Total Brain backend systems and infrastructure.
- Interviewed potential Software Engineers, Software Engineer Managers, and Product Managers for both cultural fit and technical expertise.

Software Engineer

Salesforce.com, San Francisco, CA   **Summer Intern 2016, July 2017 - August 2018**

- Designed and implemented a persistent repository for internal state as integration tests were executed using Java, PostgreSQL, and EclipseLink.
- Created an OAuth2 security filter to manage access control of Microservice APIs, integrating with a remote service for identity validation.
- Developed REST APIs for Marketing Cloud text messaging services with C# and ASP.NET.
- Interviewed potential Software Engineers, Software Engineer Managers, and Interns for both fit and technical expertise.

EDUCATION

DePauw University, Bachelor of Arts in Computer Science, *Cum Laude*   May 2017

SKILLS

Languages: Java, Scala, Go, Python, JavaScript, TypeScript, Bash
Frameworks, Libraries, Tools: Amazon Web Services (AWS), SQS, DynamoDB, Kafka, REST APIs, MSSQL, PostgreSQL, SQL, NoSQL, Git, Jenkins, Spring Framework, Play Framework, Node.js