

Chet Aldrich

SOFTWARE ENGINEER

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Summary

Software Engineer capable of leading development on scalable systems impacting millions of users.

Work Experience

Amazon

Detroit, MI

SOFTWARE DEVELOPMENT ENGINEER

Apr. 2020 - Present

- Software Engineer in the Partner Support and Solutions organization, which handles customer support for sellers, vendors, and brands at Amazon.
- Led a project to retrofit an existing application used for handling support issues in Seller Central to be used in Vendor Central, successfully deprecating a redundant system and improving the customer experience for hundreds of thousands of vendors selling their goods on Amazon.
- Led a program to globalize the customer support experience in Seller Central, creating designs and defining the product experience for 3 separate projects covering issue discovery, help content search, and case creation and transfer.

Postmates

San Francisco, CA

SENIOR SOFTWARE ENGINEER

Sep. 2017 - Apr. 2020

- Integrations
 - Built and released an inventory management system for the Postmates integration with Google Search, Maps, and the Assistant. Also was responsible for ongoing development of the integration, which grew to generate an incremental \$1.4 million in revenue weekly.
- Search and Recommendations
 - Rebuilt search from the ground up, moving from a third-party solution to a system with incremental search for places on the Postmates platform. This system grew to support all search traffic at Postmates.
 - Expanded the search API to include local product search, product search within menus/catalogs, and search suggestions, coordinating with client engineers from three platforms (Android, iOS, Web) to consume the new API.
 - Built a substantial portion of the data pipeline powering a new iteration of the Postmates feed. This led to increase in major metrics, including a roughly 1-2% increase in deliveries, 2% increase in first time jobs, and a reduction in average drop off distance across all deliveries.
- Infrastructure
 - Established patterns for provisioning infrastructure with code for the Buyer team during the company's transition to Google Cloud Platform.
 - Built common libraries to simplify data processing and I/O in Apache Beam that was used by four teams at Postmates.
 - Built tooling to make it simple to create new search indices at Postmates, which was then used to create search services internally for a customer support tool and the place matcher.

Pandora

Oakland, CA

SOFTWARE ENGINEER

Aug. 2016 - Aug. 2017

- Built a MapReduce pipeline within Google Cloud Dataproc to estimate reach and frequency for ad campaigns leading to a 37 percent decrease in runtime for the average forecast.
- Built automated reporting jobs to identify trending artist messages and featured tracks for the Music Makers team.

Education

Carleton College

Northfield, MN

B.A. COMPUTER SCIENCE

Sep. 2012 - Jun. 2016

- Rewarded distinction in the major for outstanding work in the senior integrative exercise.

Skills

Main Scala, Java, Go, Python

Proficient Google Cloud Platform, AWS, Terraform, Gradle, PostgreSQL

Familiar Elasticsearch, gRPC, Docker, Kubernetes