CONOR RAFFERTY

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EXPERIENCE

Salesforce.com
Associate Software Engineer – AMTS

July 2020 - present
San Francisco, CA

- Overhauled customer onboarding process for Cipher, an internal Monitoring Cloud product for extracting metrics from logs. Included writing all customer-facing documentation and reducing lead time to onboard customers from two weeks to one hour by moving customer configuration files to Amazon S3. Doubled the customer base in 8 months
- Migrated Cipher from outdated 1st party infrastructure to an AWS EKS cluster across 75 EC2 instances, mitigating capacity and budget constraints and greatly improving data completeness and customer experience; Cipher now processes 100 million loglines per hour at 99.99% data completeness
- Handled on-call, development, and operations duties for Salesforce's Kafka- and S3-based log pipelines and Splunk instances, which are deployed across >1400 machines and process and store >2 PB of logs weekly

Salesforce.com, Marketing Cloud
Software Engineering Intern

May 2019 - August 2019
Indianapolis, IN

- Implemented automated test coverage reporting to team's project management system as part of the build process, leading to increased emphasis on writing unit tests and higher code coverage across the team's apps
- Built a standalone Node.js app to route logs from the team's apps to a Splunk instance and used those logs to create dashboards and alerts, allowing for easy monitoring of the health and status of the team's services, decreasing response time to incidents, and saving developer time when investigating errors in production
- Automated previously manual input steps in the team's Jenkins build process, eliminating ~10 minutes of idle developer time each time a code change is checked in

Fidelity Investments
Software Engineering Intern

May 2018 – August 2018
Smithfield, RI

- Created an internal website for employees to schedule job shadowing meetings across company divisions, used by both Sales and Technology staff to increase cooperation and communication across the business
- Added new features to internal applications for managing the company's Customer Relationship Management system, allowing administrators to manage and control permissions at a more granular level

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EDUCATION

University of Michigan
B.S. Computer Science '20, with Honors

September 2016 – May 2020
Ann Arbor, MI

- GPA: 3.8
- Minor in Business, Ross School of Business

RELEVANT COURSEWORK

- Data Structures and Algorithms
- Web Systems
- Computer Security
- Operating Systems
- Computer Organization
- User Interface Design
- Human Centered Software
- Accounting Principles
- Operations Management

SKILLS

- Proficient in: C++, Python, Java, HTML/CSS/JavaScript
- Familiar with: C, C#, SQL, Assembly
- Other skills: Splunk, Git, AWS, Docker, Heroku, Kafka, Kubernetes, Jenkins, Spinnaker, Terraform, scripting, technical writing, public speaking