

# Daniel Hurwit

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## WORK EXPERIENCE

- ServiceNow Cloud Observability** | Sr. Staff Software Engineer      Feb. 2022 — Present
- Led a team of six engineers to develop a net new synthetic monitoring product, growing it from concept to \$10M in annual revenue.
  - Provided technical leadership to 35 engineers spanning multiple teams, setting technical roadmap based on upcoming features and engineer feedback, building foundational systems that accelerated feature delivery and improved platform reliability.
  - Embedded with struggling teams to diagnose performance and culture issues, driving process improvements and leadership changes that resulted in both teams meeting delivery targets.
  - Served as backend lead for the dashboards product, a core Lightstep offering, defining long-term architecture that enabled customers to more effectively leverage the platform.
  - Oversaw and implemented multiple tech debt remediation efforts to rearchitect system-critical components resulting in an availability increase from 3 to 5 nines and the platform hitting SLA targets.
  - Redefined on-call structure and alerting standards, eliminating false positives and flapping errors, significantly reducing on-call burden while improving alert actionability.
  - Designed and built a distributed queueing system, enabling product teams to offload non-time-sensitive workloads asynchronously, processing hundreds of requests per second.

**Drift** | Staff Software Engineer - Product

Jul. 2018 — Feb. 2022

- Led a team of four engineers to integrate an acquired ML product into Drift, designing the architecture for a real-time inference platform handling hundreds of requests per second across multiple models.
- Managed four direct reports across frontend, backend and fullstack roles, achieving 100% retention and promoting one engineer to senior level.
- Identified operational inefficiencies and optimized resource usage across all platforms, saving over \$1M in AWS spend and resulting in a 2% increase in company net revenue.
- Led eight engineers to identify and harden critical platform paths, increasing MTBF by 20% through process improvements and additional fault tolerance logic.
- Created and led monthly engineering-wide forum to discuss outages and identify systemic changes to prevent future incidents and encourage open, blameless discussion of failures.
- Designed and built a globally unique ID generation system handling thousands of requests per second, enabling expansion to multiple data centers.

**Aurora Flight Sciences** | Junior Software Engineer

Jul. 2016 — Jul. 2018

- Built a neural network using TensorFlow and Python to classify mental workload from EEG data as part of an SBIR grant.
- Awarded patent for end-to-end development of novel gripper concept to augment robotic end effectors.

## PROJECTS

**Covax Bot** — Built a COVID vaccine scraper bot to check for and publish availability from a variety of appointment sources. Bot was used by 50+ friends and family members to book appointments.

**Volthub** — Architected and built infrastructure, application for an MIT startup streamlining electrical component sourcing.

## SKILLS

**Languages:** Golang, Java 8+, Python, TypeScript, JavaScript, Elixir, Terraform

**AWS & GCP:** RDS, SQS, SNS, Kinesis, DynamoDB, Lambda, Aurora, S3

**Databases:** PostgreSQL, MySQL, NoSQL, Elasticsearch, SQLite, Spanner

**Tools & Frameworks:** Docker, Maven, Flask, Kubernetes, React, OTel, Grafana, Git

## EDUCATION

**BSc. Mechanical Engineering** — Northeastern University, Class of 2016

**Relevant Coursework:** Object Oriented Design, Computer Systems, Algorithms, Discrete Math, Data Structures