

# Daniel Hurwit

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## WORK EXPERIENCE

**ServiceNow Cloud Observability** | Sr. Staff Software Engineer, Remote

Feb. 2022 — Present

- Led the design and delivery of a distributed synthetic monitoring platform, owning architecture, execution, and long-term technical direction from initial concept through production scale and achieving 10M ARR
- Provided technical leadership across 35 engineers and multiple teams, setting architectural standards and influencing roadmap decisions to improve reliability, velocity, and developer experience.
- Re-architected system-critical services to remove single points of failure, improving availability from three nines to five nines and enabling consistent SLA compliance.
- Designed and implemented asynchronous processing infrastructure to decouple latency-sensitive paths, supporting hundreds of requests per second under sustained load.
- Defined on-call and alerting standards grounded in signal quality and actionability, significantly reducing alert fatigue while improving incident response effectiveness.
- Embedded with underperforming teams to diagnose technical and organizational bottlenecks, driving changes that restored delivery and reliability outcomes.

**Drift** | Staff Software Engineer - Product, Boston, MA

Jul. 2018 — Feb. 2022

- Led integration of an acquired machine learning system into Drift's core platform, designing a real-time inference architecture supporting multiple models and high-throughput request patterns.
- Owned reliability improvements across critical backend services, increasing MTBF by 20% through improved fault tolerance and operational rigor.
- Drove platform efficiency initiatives that reduced infrastructure costs by \$1M+ annually, directly improving company net revenue.
- Managed and mentored a cross-functional team of four engineers, maintaining 100% retention and promoting senior technical growth.
- Designed and built foundational platform primitives, including a globally unique ID generation system supporting thousands of requests per second and multi-data-center expansion.
- Established an engineering-wide outage review forum to drive systemic fixes and reinforce blameless operational culture.

**Aurora Flight Sciences** | Junior Software Engineer, Cambridge, MA

Jul. 2016 — Jul. 2018

- Built machine learning models using TensorFlow and Python to classify mental workload from EEG data as part of an SBIR research program.
- Led end-to-end development of a novel robotic gripper concept, resulting in an awarded patent supporting a NASA grant.
- Owned systems integration for an autonomous data-collection aircraft, working across software, hardware, and control systems.

## 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