1. **Describe your experience with modifying and maintaining a large code base that you did not have a hand in building.**

I have worked on large code bases that I have not had a hand in building at Nike, Amazon, Cambia Health Solutions and Oregon State University. Getting up to speed on a new code base can be challenging and I have learned a number of ways to understand the code and be able to contribute while still learning. I have found the people I work with to be an incredible help when joining a new team and once I am up to speed I enjoy being able to help others.

As a Salesforce Software Engineer at Cambia Health Solutions I worked on our customer onboarding team which handled all new individual and group insurance plans and moved this data to our downstream systems. We utilized Salesforce Apex and Lightning Web Components for our onboarding process. At Amazon I worked on the Shepherd Platform which handles all information security for Amazon and Amazon partners like Ring and Twitch. The platform is maintained by seven teams with over 100 engineers, product owners, managers and support staff. It is built primarily with Java, React and AWS. I currently work at Nike in logistics where we support all global product shipment across Nike including partnering with many vendors like Oracle, SAP and freight companies like Maersk. We support over 180 small micro-services in a distributed system utilizing Kafka, Java and AWS.

I have found some methods that have helped me thrive and be a valuable member of the team that I would love to bring this role at the OSU Graduate School. The first step I take is to make sure I understand at a high level what we do. For instance, at Nike we handle all product information and real time updates as it moves from manufacturing facilities to retail stores or individual customers. The next step that I like to take is to complete a small hello world type project that involves making a small change and deploying it to a development or testing environment. One thing that was different for me at Amazon was working on a large distributed system which made it hard to pull a repository and work on it locally. Because of this I have gotten much better at developing code utilizing unit tests to check things locally before deploying and running regression testing. Finally, I like to utilize any documentation or external tutorials I can find to fill in my missing knowledge pieces. At Nike I recently had to get up to speed on Kafka and the publisher subscriber pattern as we use this heavily in our system.

After being at Amazon for only a short time I was able to help lead a project to develop a new web component for our business users that automated how they updated security campaigns. This new software removed the error prone manual work done by two software engineers and improved customer wait time from days to hours. After being at Nike for only a few months I was asked to develop a new micro-service adapter for our work with Maersk freight. These projects presented challenges but I feel my background starting at Oregon State University prepared me well to handle the challenges and enjoy these projects. My work at Amazon led me to being asked to help found a new team and help lead the campaign onboarding process for all of Amazon. My work at Nike led my manager to ask me to help mentor new engineers on our team and take a leadership role in a number of new projects we are working on.

Another thing that I have found to be incredibly valuable is the relationships I am able to develop with others. I love helping others and as a graduate student in the College of Engineering at Oregon State University I worked as a teaching assistant and instructor. Upon graduation I also helped as a project sponsor for the Electrical Engineering and Computer Science Department. I love working with students and was really drawn to the ability to help students learn about the Graduate School and also help them learn how to do well in their future jobs with some of what I have learned from others.

1. **Please clearly describe your experience with the following:**

**a. Salesforce.**

I have used salesforce at both Oregon State University and Cambria Health solutions. I used it in my role at Oregon State University before accepting a position as a Salesforce Software Engineer at Cambia health solutions. In my role at Cambia, I worked on the Customer Onboarding team and our entire platform was built with Salesforce. During this time, I worked with Apex and Lightning components handling tickets, developing new features and working with business customers. Professionally my work as a full-stack developer has almost always involved Java, JavaScript and React which has helped me with my Salesforce work.

**b. Object orienting programming languages you have experience with (e.g. Java, Apex, etc.).**

I have professionally used Java, Apex, Python, JavaScript and Swift. I have also utilized Spring Boot, Express, React and NodeJS. I have also architected systems using these languages and backend infrastructure primarily using AWS.

**c. Data management and ETL tools.**

At Oregon State University I have worked in both the Office of the Dean of Students and the Division of Student Affairs where my roles had a heavy data management focus. I have worked with Banner, CSO, Oracle and SAP products. I have also utilize Python and a number of frameworks for data work. While working in the Office of the Dean of Students I was asked by the Dean of Student life to personally lead a team setting up a data program which involved analyzing and developing reports from over five years of past data. This involved working with multiple university departments like the Office of University Human Resources and Finance and Accounting. I love working with data and try to make thing as simple and clear to understand as possible

**d. APIs.**

I have over five years of professional and personal experience working with APIs. My primary experience is with RESTful APIs. At Nike and Amazon I also utilized a lot of services like AWS SQS and SNS and also Kafka for our micro-services. A lot of my work at Nike is developing and supporting systems that need to communicate often by developing intermediate APIs or data conversion code for existing services. Personally, I am developing a NodeJS backend for both web and iOS and have built out all the routes for this service which was both fun and a good learning experience.

**e. GitHub.**

I have used to GitHub at Oregon State University, Cambia Health Solutions, Nike and Amazon. In my professional engineering roles all of my work relied heavily on GitHub for code reviews, pull requests and integrating into our continuous delivery pipelines. I also use GitHub for code reviews of other team members pull requests. I also use GitHub for my own development and find it is crucial to being able to work with the freedom of knowing I can quickly fix issues, manage code and deploy to a team environment with minimal difficulties.

**f. Web technologies (e.g. HTML, CSS, JS).**

I have over seven years of experience utilizing web technologies in both a professional and personal environment. While my experience is more backend and data engineering focused I have experience with front end work and have used HTML, CSS and JavaScript extensively. I also have worked with designers to translate Adobe Photoshop, Illustrator and Figma work into new features deployed to production.

**g. Other platforms or tech stacks you have experience with.**

I am currently working on developing a native iOS app and have been learning Swift.

1. **Describe your experiences supporting end users.**

While a lot of my background is in Software Engineering I large part of my roles have been focused on supporting end users. My first job was working at Red Robin and as an undergraduate I worked part time catering and love working with and helping others. One of the reasons I am drawn to this role is how much I loved working with and supporting users while working at Oregon State University. I also really loved leading student workers and was really excited about that additional component of this role

My professional software engineering roles have had a heavy focus on supporting end users. At both Amazon and Nike, I take part in rotating on call support for after hours needs. At Amazon I was asked to found a new team which was focused on improving the customer experience and customer support for our entire platform. I think the reason I was chosen for this role and asked to lead the campaign onboarding process was my work in improving the experience for our users through developing automation tools, writing documentation and working with other engineering teams to get requests resolved quickly.

My work has involved triaging and solving immediate issues and also bringing larger requests into our quarterly planning to implement them during future sprints. I think there are a number of things that have helped me succeed in supporting end users. The first is being friendly and providing good communication to those reaching out with needs. The second is being able to make sure I communicate in a way that makes sense and following up with any concerns someone may have.