GLENN WYSEN

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EDUCATION

University of California, Berkeley   Berkeley, CA
BA Computer Science and Astrophysics *GPA: 3.6*   Aug 2017 - May 2021

WORK EXPERIENCE

Amazon Web Services (AWS)   San Francisco, CA
Software Engineer - Key Management Service (KMS)   September 2022 - December 2023

- Decoupled KMS's internal cryptographic service into a control plane, data plane, and log plane. This improved core cryptograhic operation latency and allowed for parallel development at scale while maintaining FIPS 140-3 level 3 certification.
- Developed internal tooling to automate log analysis for engineers, reducing ticket resolution time by 500%.
- Onboarded KMS's host management fleet to AWS CloudWatch, leading to 2x faster issue resolution through metric-driven dashboards and alarms.
- Served as a backend on-call engineer, ensuring the health of the worldwide KMS Hardware Security Module fleet. Improved my skills of working under pressure to diagnose and resolve critical incidents, minimizing downtime and customer impact.

Next Insurance   Palo Alto, CA
Software Engineer   July 2021 - July 2022

- Enhanced screening logic in Kotlin to prevent automatic policy declines based on recent felonies. These efforts balanced focusing on data-driven decision-making with real world critical analysis of issues that disproportionately affect people of color.
- Developed a Python Slackbot using Selenium for web scraping, saving 50 hours/week for the Insurance Compliance Team.
- Automated document retrieval and formatting for over 5,000 insurance forms weekly using Python, Selenium, and Pandas.
- Utilized SQL and Tableau to manage and analyze data, responding to over 200 requests from state departments of insurance.

SkyPortal   Berkeley, CA
Undergraduate Software Developer   Aug 2019 - Dec 2019

- Implemented Java database storage for thumbnail images, improving data management.
- Revamped the frontend user interface using HTML/CSS, enhancing the website's aesthetics.
- Used the frontend skills obtained to independently build and maintain a personal website: glennwysen.com

Air Force Research Lab   Albuquerque, NM
Solar Physics Lab Assistant   May 2018 - Aug 2018

- Conducted research on solar irradiance variation and its effects on Thermosphere/Ionosphere models.
- Analyzed solar irradiance data from NASA satellites using IDL, contributing to a more accurate atmosphere model for Low Earth Orbit (LEO) satellite safety.

SKILLS

Programming Languages:	Python, Java, Kotlin, SQL, Bash, JavaScript/HTML/CSS, C++
Libraries and Interfaces:	AWS CLI, Pandas, Jupyter Notebooks, NumPy, UNIX/Linux, Matplotlib
Tools:	Git, Jira, Tableau, AWS Services (KMS, CloudWatch, S3, EC2, IAM)

PROJECTS

Personal Website *JavaScript/HTML/CSS*   https://glennwysen.com
Self-taught JavaScript/HTML/CSS to create a personal website showcasing projects and sharing about myself. More details at: https://glennwysen.com