

SUMMARY

Technical solutions architect with deep experience in designing, maintaining and troubleshooting enterprise web applications. Adaptable to a wide variety of environments. Incorporates interdisciplinary knowledge to scale teams and products.

HIGHLIGHTS

- Clouds: AWS, GCP, Azure
- Experience building API and cloud-based web applications
- Strong skills in HTML5 & CSS3, JavaScript
- Tools & Languages: Node.js, Python, Git, Bash, SQL

EMPLOYMENT

Magic Leap, Inc, Miami, FL

Senior Support Engineer (February 2023 – Present)

- Guiding customer deployments of Kubernetes-based cloud services
- Debugging networking, infrastructure and scripting issues in customer deployments
- Conducting data analysis to surface insights to internal stakeholders, supporting data-driven decision making
- Spearheading a new approach to customer deployments, resulting in a 66% increase in successful installs and a 60% reduction in onboarding time
- Developing and maintaining comprehensive internal and external technical documentation

Ridian, Inc (blockchain startup), Miami, FL

Software Engineer – (February 2022 – September 2022)

- Led development of ReactJS app with authentication, charting and API integrations
- Built and troubleshooting VMs and load balancers on Google Cloud Platform
- Conducted technical interviews of engineering team candidates
- Advised CEO and CTO on technical and strategic decisions

TradeCruncher (Fintech startup), Seattle, WA

Co-Founder & Lead Developer (March 2021 – March 2022)

- Co-founded and built web platform for stock option trade analysis
- Integrated Plaid API and AWS services to create automated import of user trade data
- Developed entirely serverless backend using AWS Lambda, DynamoDB and API Gateway
- Developed normalization layer to standardize data between financial institutions
- Managed a team of fullstack developers and achieved code completion 20% ahead of schedule

Amazon Web Services, Inc & Amazon Payments, Inc, Seattle, WA

Solutions Architect (April 2020 – February 2022)

- Leading engagements with external technical/business leaders, and internal sales teams
- Providing architectural guidance to external developer teams based on AWS Well-Architected Framework
- Conducting and led internal training events for new hires in the sales organization
- Contributing to AWS QuickStart code repositories
- Facilitating AWS events and workshops (Certification prep webinars, Partner Interviews on Twitch)
- Maintaining internal and external documentation (Wikis, Help Articles, Developer Docs, and Video Scripts)
- Collaborating with external developers to integrate Amazon Pay into web, mobile and voice applications
- Collaborating with internal teams to design and test new API features
- Introduced new intake processes that reduced ticket turnaround with SMB merchants by over 50%
- Developed a browser extension and design tools to allow sales team to more rapidly develop mockups for prospects
- Attained AWS certification: Developer Associate & Solutions Architect Associate

Amazon Web Services, Inc., Portland, OR

Cloud Support Engineer - AWS Premium Support (June 2019 – April 2020)

- Triaging & resolving technical issues relating to AWS Lambda, API Gateway, SNS, SQS and other services
- Engaging in phone, chat and email communication with Enterprise, Business and Government customers
- Publishing internal documentation on new troubleshooting procedures and solutions
- Regularly working with Service Team members to solve production-critical cases

Skilljar, Inc., Seattle, WA

Services and Support Engineer (June 2018 – June 2019)

- Assisted customers in configuring & optimizing their instance of the Skilljar Learning Management System (LMS)
- Troubleshooting platform errors by tracing platform source code, using internal logging tools & database queries
- Configuring & troubleshooting SAML, OAuth and Token Based SSO implementations
- Contributing to the creation of customer facing documentation
- Managing customer domains and assets with CloudFront, Route53, and S3
- Performing import /export of customer data with Python
- Compiling custom analytics reports from Redshift data warehouse using SQL & Node.js
- Enhancing behavior & appearance of customer portals with JavaScript and CSS

Socrata, Inc., Seattle, WA

Technical Consultant “Consulting Coach” (May 2016 – June 2018)

- Aiding federal, state, and local governments to deliver sustainable large-scale data programs
- Utilizing company APIs to build interactive visualizations using tools like D3.js and Google Charts
- Deploying and customizing ReactJS templates
- Data transformation through FME and Pentaho and SQL compatible query language (SoQL)
- Creating internal and external product documentation

**EDUCATION**

**Florida State University, Tallahassee, FL** - Management Information Systems, B.S. *(January 2011 – April 2013)*