HANNAH APUAN

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EXPERIENCE

bet365 — Senior Software Engineer
Denver, CO | June. 2025 – Nov. 2025
• Led solution design and implementation for a new core U.S. sports betting platform during team growth from 20→80 engineers.
• Designed **event-driven Go microservices** leveraging Kafka, Kubernetes, GCP, Spanner, and Valkey, designed to scale to **6B+ requests/hour**.
• Owned refactoring and recovery of a core service, improving stability and resolving major memory issues.
• Partnered with architects and management to translate product goals into technical execution using GitLab CI/CD.
• Mentored junior engineers and drove sprint planning and task breakdown via Jira.

Twilio SendGrid — Senior Software Engineer
Denver, CO | Mar. 2021 – Sept. 2024
• Planned and led backend engineering for account model and billing systems using Go, AWS, and Terraform.
• Led design and implementation of **federated authentication using OAuth 2.0 and OpenID Connect (OIDC).**
• Directed cross-team integration between SendGrid and Twilio identity platforms, collaborating with security, identity, and product stakeholders.
• Implemented and integrated **Python-based internal CRUD APIs**
• Migrated and optimized on-prem microservices to AWS, improving system scalability and reliability.
• Delivered REST APIs for billing and compliance integrations supporting enterprise clients.

Twilio SendGrid — Software Engineer II
Apr. 2019 – Mar. 2021
• Designed and maintained **RESTful billing services with AWS** (Lambda, DynamoDB, SQS, SNS).
• Completed **SOC2/GDPR compliance** initiatives through architectural and data structuring improvements.

Twilio SendGrid — Software Engineer I
Sept. 2017 – Apr. 2019
• **Owned rewrite of signup and login microservices**
• Increased conversion through A/B experimentation.
• Migrated legacy systems to cloud microservices using Go, AWS, and Terraform.

Additional Experience
Software Engineer Intern, **Twilio SendGrid** (2017)
Global Pricing & Marketing Intern, **Level3 Communications** (2016–2017)
Hosting Architecture Intern, **Forsythe Security Solutions** (2016)

EDUCATION

University of Denver — B.S. in Computer Science, 2017
Minors: Mathematics, German Language & Literature

AWARDS

• **Cyphercon Cypher Capture the Flag Competition** – Lifetime Badge Winner, *2024*
• **Magic Owl Award** – Superior Execution, Twilio, *2019*
• **1st Place** – ETHDenver Aragon dApp Hackathon, *2018*

KEY SKILLS

Languages: Go, Bash, Python, JavaScript, React, Ruby, NoSQL, SQL
Cloud & Tools: AWS, GCP, Kubernetes, Kafka, Terraform, GitLab CI/CD, Docker, Buildkite CI/CD, Jenkins, Chef
Databases: DynamoDB, Spanner, MySQL
Concepts: REST APIs, Event-Driven Architecture, SOC2, GDPR, SAML, OAuth 2.0, OpenID Connect, Distributed Systems, Performance Optimization