# IVY WONG

Bellevue, WA

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## EXPERIENCE

**Amazon Web Services (AWS) - Amazon WorkSpaces**                                     Bellevue, WA
*Software Development Engineer II*                                                 *Oct 2022 - Present*
*Software Development Engineer*                                                    *Sept 2019 - Oct 2022*

· Team lead of ongoing expansion of WorkSpaces ControlPlane Resource Management services into new AWS region. Planning and delegating work items amongst 3 engineers and communicating project status to leadership. Pinpointing areas of improvement for future region launches.
· Current project lead of improving scalability of cross-org resource usage monitoring service in order for the service to scan millions of resources concurrently across hundreds of accounts without impacting production services. Using Java and AWS services such as Lambda, Step Functions, and EventBridge.
· Mentored an intern over 12 weeks, who successfully shipped their project to production and received a return offer. Also taught junior team members, improving their understanding of WorkSpaces systems and software engineering practices.
· Integrated Cloudwatch Contributor Insights customer impact metrics with WorkSpaces public API failure modes and improved alarming around related large scale service outages. Documented the process throughly and served as SME for other WorkSpaces teams doing the same for their services.
· Implemented semi-automated cleanup of 8PB orphaned volumes safely across all production regions via internal cron job, saving $1.3M a year on infrastructure expenses.
· Designed, implemented, and shipped an internal serverless application automating recovery of customer data, allowing support ops to aid customers without reaching out to the service team, reducing developer time spent manually addressing these support tickets by 30%. Used Java and AWS services such as Lambda, DynamoDB, Step Functions, and Cloudwatch.
· Serving as team on-call every two months, addressing customer tickets and responding to service alerts and outages. Wrote operational scripts using Python and Bash to safely handle recurring prod-impacting issues.

**Amazon Web Services (AWS) - EC2 Networking**                                        Seattle, WA
*Software Development Engineer Intern*                                              *May - Aug 2018*

· Created robust metrics engine for internal networking appliances on the EC2 network using Python.

**About.com**                                                                        New York, NY
*Software Development Intern*                                                       *June - Aug 2015*

· Created dashboards that display statistics from Jira, Stash, and Jenkins CI with Dashing.
· Developed and deployed internal Django app aggregating server configuration information.
· Created backend of a website that pulls test result reports from Jenkins CI using Node.js.

## EDUCATION

**Brown University**                                                                 Providence, RI
*Bachelor of Arts in Computer Science*                                             *Sept 2015 - May 2019*

## TECHNICAL STRENGTHS

**Computer Languages**        Python, Java, Bash, JavaScript, HTML/CSS
**Frameworks & Technologies** AWS, Git, Linux, Vim, Jekyll