

JASON MUSTAFA

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EDUCATION

Rutgers University - New Brunswick

05/2021

B.S. in **Computer Science**, Minor in Mathematics

Presidential Scholar, Dean's List

EXPERIENCE

Salesforce, Indianapolis, IN

08/2021 - Present

Developer Support Engineer II

- Troubleshoot Marketing Cloud developer scripts, automations, and integrations with Sales Cloud with an average productivity rate of over 200% per Salesforce Key Performance Indicators (KPIs)
- Provide solutions for over 50 investigations per month after analyzing client-specific data models and integration requirements, maintaining an average customer satisfaction score of 4/5+
- Demonstrate content domain expertise as a Knowledge-Centered Service (KCS) Contributor
- Technologies: **JavaScript** | **SQL** | AMPscript | Marketing Cloud APIs

Amazon, Seattle, WA

06/2020 - 09/2020

Software Development Engineer (SDE) Intern

- Developed service for Amazon's Payment Contract Execution team to automate issue management system for stuck Herd workflows, saving roughly 15 development hours/week
- Revamped ticket categorization strategy by allowing workflows to be aggregated through local configurations regardless of team ownership, reducing tickets cut to Payments team by 11%
- Documented standard operating procedures for SDEs to add, modify, and remove monitoring configurations and UML/sequence diagrams on Amazon's internal wiki
- Technologies: **Java** | Git | Google Guice | Amazon Apollo | AWS CodePipeline

Rutgers Office of Information Technology, New Brunswick, NJ

05/2019 - 05/2020

Computer Lab Consultant

- Resolved device, network, and other technology-related issues in lab with 300+ daily users

VMC Group, Bloomington, NJ

06/2019 - 11/2019

Engineering Intern

- Created view cube to position and rotate camera in proprietary 3D software using **JavaScript**, decreasing average number of clicks needed to switch planar views by 43%
- Implemented dynamic mouse picking system with ray casting in three.js (WebGL framework)
- **Trained two interns** on the basics of JavaScript and Git

PROJECTS

Mask Reminders: Android app written in **Kotlin (Java)** that notifies users to wear masks and wash their hands

- Uses Android geolocation services to detect when users enter or leave a specified home location

Minesweeper Solver: AI that solves minesweeper grids with constraint satisfaction modeling in **Python**

Prayer Times: Progressive web app that displays location-based Islamic prayer times using **React**

SKILLS

Languages: Java | Python | JavaScript | AMPscript | SQL | React | HTML | CSS

Software: Git | Node.js | Postman API | Eclipse | IntelliJ | PyCharm | three.js

Certifications: Salesforce Marketing Cloud Developer | Salesforce Marketing Cloud Administrator