

# JACOB CROUCH

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## CAREER SUMMARY

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Software developer with over 2 years of experience supporting distributed systems at AWS scale. Searching for new and exciting opportunities to make an impact and continue building my design, coding, and leadership skills.

## EDUCATION

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**University of Michigan**

BS in Computer Science

*September 2015 - May 2019*

## PROFESSIONAL EXPERIENCE

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**Amazon Web Services (AWS Global Accelerator)**

Software Development Engineer

*Portland, OR*

*July 2019 - Present*

Maintained a distributed and highly available global networking service as a member of the AGA platform team. Responsibilities included our public facing APIs, AWS console, and the back-end infrastructure used to integrate with other AWS services. Think document databases, Kotlin, Go, Web Services, Message Buses, StepFunctions, etc.

- Received a top performance rating of Exceeds Expectations in the latest annual review
- Gained valuable leadership experience while mentoring an intern during their intern project, providing both guidance and support. Worked closely throughout the internship to help manage tasks, review design docs, perform code reviews, overcome obstacles, and teach best practices
- Led and launched a cross team effort to add tagging support for GlobalAccelerator resources, allowing customers to create tag-based resource policies and organize cost allocation. Implemented the authorization strategy to help support tag-based access control along with the new tagging apis. Also owned the metrics, runbooks, alarms, security review, and integration tests
- Designed our ListCustomRoutingPortMappingsByDestination api from the api signature to the back-end code. The api is used by online multiplayer gaming customers to help their servers register with matchmakers
- Led and launched console support for our Custom Routing and Custom Port Overrides features. Designed new customer workflows by creating new sagas, react components, and pages. Worked closely with pms and tech writers on the UI and documentation
- 3x org-wide hackathon winner. Had 3 winning hackathon ideas, personally leading 2 of them. The projects focused on improving ops and automating repetitive tasks
- Improved auditor workflow runtimes by up to 1000% by realizing that the workflows were seeing throttling and timeouts on the sfn client due to the listStepFunctions call using the default max-Items instead of the actual max. Prior to the change we had just been continuously increasing the timeouts
- Designed and implemented a set of compliance tests for our apis to ensure that they remained compliant with AWS standards. Did this using reflection to ensure that any current or future apis had the correct annotations. During this process, I uncovered two apis that were non-compliant and fixed them

## SKILLS

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**Skills**    Java, Kotlin, C/C++, Go, Python, Javascript, Linux, AWS, React, TamperMonkey, Bash