

819 York St.
San Francisco, CA 94110

Joe Balistreri

414-202-8807
jdbalistreri@gmail.com

EXPERIENCE

WAVELENGTH (www.searchwavelength.com)

Co-founder and CTO

San Francisco, CA
April 2017 - Dec. 2018

- Wavelength is a community management and alumni networking platform. It serves revenue-generating customers across 18 universities, with a total of 27k constituents
- Sole engineer who built the application, taking it from an idea through feature completeness, launch, and into maintenance, upgrades, and monitoring. Core technologies include React, Flask, Postgres, and Elasticsearch, deployed on AWS
- Reduced search latency by ~95% by moving user relationship strength data into Elasticsearch, eliminating an expensive call to Neo4j using an ES plugin
- Resolved data security concerns by implementing Postgres schemas for multi-tenancy
- Improved engagement by redesigning the homepage to include personalized content recommendations. Responsible for user research, UI/UX design, and implementation
- Increased signups by ~50% by scheduling reminder emails with Celery and Sendgrid

UBER

Software Engineer II

San Francisco, CA
Jan 2017 - April 2017

- Led engineering effort (team of 5) to build management, queuing, and appointment software for Uber's 300+ in person support locations. Projected to save ~\$12MM/year in software costs alone
- Took initiative to onboard and mentor 6 new engineers who joined during a period of rapid team growth. This improved overall team output and happiness

Software Engineer

June 2015 - Jan 2017

- Architected and implemented the backend for Uber's customer support analytics platform using Golang, Python, Elasticsearch, and Uber's custom NoSQL database
- Recognized by CTO and engineering directors as top 2% of engineers based on performance and growth during EOY review cycle
- Participated in the system architecture, data design, and implementation of Uber's bespoke customer support system (Bliss). It handled ~1MM support requests per day, was used by ~50k customer support agents, and saved Uber ~\$60MM in 2016
- Saved ~3 months of engineering time during Bliss global rollout by using Grafana as a workaround to surface metrics to ops teams until we are able to build a more robust analytics platform

EDUCATION

DARTMOUTH COLLEGE

- Graduated summa cum laude with 3.92 GPA; member Phi Beta Kappa

Hanover, NH
2009 - 2013

LANGUAGES AND TECHNOLOGIES

Proficient Python, Flask, Elasticsearch, Postgres, React, JavaScript, Elastic Beanstalk, Redis, Celery, AWS, SQL, Git, HTML, CSS

Familiar Golang, Ruby/Rails, NoSQL, distributed systems, SWF, Kafka, Thrift