# Jon Mellman

## Senior Software Engineer

jonmellman@gmail.com

## PROFILE

I build customer-facing products and lead engineering teams to high business impact, applying a holistic set of technical, business, and leadership skills. Looking for high-impact technical opportunities as developer or lead.

6+ YoE shipping products and microservices according to industry best practices, using Node.js, TypeScript, React, Docker, AWS (DynamoDB, SQS, SWF, S3), etc.

4+ YoE leading teams from 4-9 devs on rapidly growing products.

## EXPERIENCE

**Qualtrics,  Seattle WA** - *Senior Software Engineer / Team Lead*
JULY 2014 - PRESENT

Promotions: 3 promotions in 5 years. SDE I ➜ SDE II ➜ Team Lead ➜ Senior SDE.
Awards: Best Overall, 2018 Qualtrics Hackathon

- Engineering owner of [Frontline Feedback](#) product from October 2019. Shipped Generally Available product from neglected legacy codebase through sweeping architectural and operational upgrades.
- Developed global $50MM+ [Customer Analytics product](#) from MVP. Engineer #2 of 300+ in the Qualtrics Seattle office.
- Led design and implementation of [Dashboard Notifications](#) pipeline, which notifies customers about anomalies detected in survey response data
- Oversaw 77% real-user perf improvement for [Qualtrics Mobile App](#) (React Native)
- Scaled [distributed export workflow](#) 40x while reducing failure rate by 99%
- Increased cache hit rates by +50% on perf-critical APIs with novel warming design
- Cut product translation costs by 80% by optimizing localization file scheme
- Designed and implemented security-critical RBAC permissioning model, rules engine, and authorization layer for [complex permissioning of reports](#)

**Merge Agency, Greenville SC** - *Programmer Intern*  - OCTOBER 2013 - MAY 2014

**American Airlines, Dallas/Ft. Worth TX** - *Software Developer Intern* - SUMMER 2012

## EDUCATION

**Furman University, Greenville SC** - *B.S. CS & Applied Mathematics* **MAGNA CUM LAUDE**