

# Jon Mellman

## Staff Software Engineer

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### PROFILE

I align engineering teams to build and ship customer-facing products. I optimize for business impact with a holistic set of technical, business, and leadership skills.

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

6+ YoE leading engineering teams on rapidly growing products.

### EXPERIENCE

#### **Qualtrics, Seattle WA** - *Staff Software Engineer*

JULY 2014 - PRESENT

Trajectory: 4 Promotions in 8 years

Awards: Best Overall, 2018 Qualtrics Hackathon

Facilitator of Qualtrics NodeJS Committee

- Produced multi-team engineering roadmap as lead architect for Qualtrics greenfield Conversational Analytics product line.
- Led team of 5 to ship GA product from neglected codebase through a sequence of pragmatic upgrades as engineering owner of [Frontline Feedback](#) product.
- Developed global \$50MM+ [Customer Analytics product](#) from MVP, leading team of 8. 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%.
- 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**