

# Jordyn N. Parker

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## PROFESSIONAL EXPERIENCE

**Microsoft, Atlanta, GA**

**Senior Software Engineer**

August 2019 - Present

Azure Virtual Machine Scale Sets - Cloud, Distributed Systems & Backend Engineering

- Designed, developed, and maintained core VMSS features in a large-scale distributed system, collaborating with global engineering teams for key features including
  - A deployment retry-guidance feature that increased customer deployment success rates and reduced friction during failure scenarios.
  - A passwordless VM/VMSS provisioning flow that strengthens security by reducing risk of credential-interception
- Served as the directly responsible individual (DRI) during on-call rotations, leading incident response, mitigating high-volume customer-impacting issues, and driving root-cause analysis to resolution.
- Developed a Retrieval Augmented Generation (RAG) agent proof-of-concept leveraging historical engineering journals to accelerate livesite investigations and reduce mitigation time.
- Led global production service code releases, ensuring successful rollout of new features, monitoring deployment health, resolving failures in real time, and updating release documentation to improve operational reliability.
- Improved service quality by identifying, diagnosing, and resolving production bugs across VMSS components.
- Contributed to architecture reviews, design discussions, and internal one-pager evaluations to improve feature feasibility, reliability, and long-term maintainability.
- Led several technical brownbag sessions to share knowledge on new features, cloud technologies, and industry trends.

## Frontend Engineering & App Development

- Built and maintained a React-based dashboard hosted on Azure; later migrated it to a cross-platform Electron desktop application.
- Led UI/UX and front-end development for WinDbg, including accessibility improvements aligned with WCAG standards and implementation of new UI features.
- Resolved front-end defects and improved performance, usability, and accessibility across multiple internal tools.

## Accessibility & UX

- Conducted user research with on-call engineers to inform the design of

## SKILLS

**Languages:** C#, KQL, JavaScript, Typescript, HTML/CSS

**Cloud & Infrastructure:** Azure VM and Scale Sets,

**Frameworks & Libraries:** .NET, React, [Node.js](#), Electron, WPF, Bootstrap, Fluent UI, Tailwind CSS

**Testing & Quality:** Unit testing, integration testing, debugging, accessibility

**Dev Tools:** Azure Portal, Rest APIs, Azure DevOps, GitHub, Git, VS & VSCode

**Design:** Figma, Azure, Adobe Photoshop, Adobe Illustrator

## Interests

Mentorship

Cooking and baking

Learning Spanish

Martial Arts

Roller Skating

- the RAG agent and improve engineering workflows.
- Consulted on UX improvements for the internal BAM mobile application, enhancing usability and accessibility.

### **Branding & Internal Contributions**

- Organized volunteer initiatives for employees across the organization to support and engage with the local community.
- Coordinated ERG programming for Black women engineers, creating a safe and empowering space for connection and professional development.
- Mentored local youth and early-in-career employees, supporting underrepresented communities' exposure to technology through panels, hackathon judging, and Hour of Code sessions.
- Designed the official logo for the Atlanta chapter of Black at Microsoft (BAM), used across all ERG communications.

### **ACADEMIC WORK**

#### **DePaul University (HCI Program)**

- Conducted user research using interviews, surveys, heuristic evaluations, and cognitive walkthroughs to identify usability issues and inform design decisions.
- Designed mid-fidelity prototypes across mobile, desktop, and multi-platform experiences, applying interaction design principles and iterative refinement.
- Performed information architecture analysis and redesigns, producing clearer navigation structures and improved content organization.
- Created design systems and component libraries in Figma to support consistent UI patterns and scalable design workflows.
- Explored emerging technologies—including AR and AI-assisted collaboration—to evaluate their potential impact on user experience.
- Authored research examining cultural influences in HCI and accessibility challenges faced by underserved user groups.

### **EDUCATION**

#### **Depaul University**

**Chicago, IL**

M.S. of Human Computer Interaction, 3.87

September 2021 - December 2025

#### **North Carolina Agricultural & Technical State University Greensboro, NC**

B.S. of Computer Science, 3.99

August 2014 - May 2018