

MICHAEL HAMMER

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EXPERIENCE

TWILIO

Software Engineer L1 | May 2021 – Present

- + Support 10DLC Zipwhip automated provisioning development, working across Java, PHP, and React to build and test Monkey UI for operations team to view backend metrics and autoprovision campaigns
- + Write scripts to address A2P escalations with critical customer accounts in Bash and Python, ensuring campaigns are properly provisioned and onboarded to prevent further pain points and additional carrier fees
- + Create 50+ monitors to provide comprehensive view of endpoint health and support on-call engineers to readily respond to 5xx error codes across A2P codebase, using Terraform to maintain monitors programatically
- + Participate as Primary for on-call rotations, responding to incidents across A2P, Denylist, and Opt-Out services

Software Engineer Apprentice | November 2020 – May 2021

- + Added Event Streams access to console as new Twilio product using PHP and Paste components, collaborating with Product and Console teams to ensure branding consistency across Twilio platforms
- + Worked with Hatch v6 cohort and Anti-Abuse Intelligence team, using React and Go to build Config UI, a web tool to query information from two internal APIs to better monitor bad actor activity on Twilio's platforms

PRESCOTT LOGIC

Chief of Staff | October 2017 – December 2019

- + Reported directly to Founder to manage day-to-day ops of US and Canadian-based cannabis distillation equipment company and consultancy, overseeing all functions: sales, marketing, accounting, and legal
- + Set direction and executed company vision and goals, sales/pricing strategy, and company policies, overseeing 2X increase in headcount and six product launches during tenure
- + Directed sales ops and post-sales support for \$4MM in equipment revenue across eight states/provinces

HURON CONSULTING GROUP

Higher Education Analyst | September 2016 – June 2018

- + Developed improved operating model for large public research university and health system, interviewing 30+ faculty members across academic and admin functions to understand gaps in Payroll/HR business processes
- + Served in key analyst capacity for ERP system upgrade at leading midwestern children's hospital, mapping over 180 integrations between system modules and external/internal vendors in comprehensive inventory
- + Supported testing phase of cloud system implementation at major private southeastern research university, building project management dashboard to streamline test script development and tracking

EDUCATION

FULLSTACK ACADEMY

Software Engineering Immersive Program | 2020

TULANE UNIVERSITY

Bachelor of Science in Management in Finance | 2016

Bachelor of Arts in Latin American Studies | 2016

Altman Scholar, Magna Cum Laude, Alpha Kappa Psi, Newspaper Photo Editor

PROJECTS

BOWER

July 2020

Mobile app for Euchre players to connect with other players in their area (React Native, Expo, Firebase)

EARBUDS

May 2020 | earbuds.web.app

Interactive web app for friends to listen to podcasts together in real time (Material UI, React, Firebase)

SKILLS

TECHNICAL

Proficient: JavaScript, Golang, Java, React, REST APIs, Firebase, Guardrail, Adobe Creative Suite
Knowledgeable: HTML, CSS, Bash, SQL, Git, AWS, Docker, Material UI, Terraform

INTERESTS

Climbing, Yoga, Scuba Diving, Book Club, Baking