

# Michael Suriawan

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## TECHNICAL SKILLS

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**Languages:** Java/Kotlin, Python, JavaScript/TypeScript, C#, SQL, R, C

**Frameworks & Libraries:** Spring, Google Guice, Pytorch, TensorFlow, Pandas, FastAPI, .NET, React, Node.js

**Cloud & DevOps Tools:** AWS/Azure/GCP, Docker/Kubernetes, Terraform, Git, Jenkins

**AI & Data Tools:** Cursor, GitHub Copilot, Amazon Kiro, MCP, Apache Kafka, Amazon Redshift, VectorDB, Plotly

**Specialties:** Software Engineering, Data Science, Machine Learning, System Architecture, MLOps, Cloud Computing

## PROFESSIONAL WORK EXPERIENCE

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### Software Development Engineer II

March 2025 – Present

*Amazon Web Services - Route 53 DNSSEC Team*

*Vancouver, BC*

- Migrated TrafficFlow metering service to multi-region delta processing architecture, enabling accurate and reliable billing under Route 53's Accelerated Recovery feature responsible for over **\$10MM** in annual revenue
- Developed RRSET record routing type that enables customers to configure DNS fallback and failover routing behaviour via Availability Zone (AZ) or Regional scope, with enhanced DNS change safety validation to prevent misconfiguration; supports **sub-100ms** DNS query resolution and zero downtime during AZ or regional failures
- Designed Hosted Zone migration tooling and switch-over workflows via AWS Step Functions and API request proxy; enables seamless RRSET migrations from us-east-1 to isolated/private regions with **zero downtime**
- Developed an **agentic AI workflow** that automates CloudWatch log gathering and customer message generation during recurring incidents, with LLM reading runbook steps and accessing **MCP servers** under defined operational constraints; reduced incident mitigation to minimal human verification, cutting resolution time by **75%**
- Participated in weekly 24/7 on-call rotations, resolving Sev-2 incidents with < 10 min median resolution time and maintaining **99.99%** service availability in alignment with global and internal SLA commitments

### Software Engineer II

February 2022 – March 2025

*Copperleaf Technologies Inc.*

*Vancouver, BC*

- Implemented a secure digital signature workflow for data import/export across client instances within a 2-month timeframe, reducing cybersecurity vulnerabilities by **20%**
- Developed an automated Excel importer that parses and uploads customer data to GitHub Enterprise using JGit, increasing support team efficiency and saving **400+ staff hours** annually
- Deployed proactive heartbeat tests with Cypress, Jenkins, and PagerDuty, enhancing system reliability and reducing mean time to detect (MTTD) to **1 minute**
- Delivered a major localization initiative to support 10 new languages, enabling the application to reach its first **\$1MM** revenue milestone and expand into new global markets

### Software Engineer I

May 2021 – February 2022

*Copperleaf Technologies Inc.*

*Vancouver, BC*

- Led an 8-week C# code generator and converter project leveraging .NET asynchronous programming and Roslyn API, delivering a no-code solution that streamlined workflows, boosted CX (Customer Experience) velocity by **20%**, and achieved **99%** error-free code imports
- Optimized the integration testing pipeline using JUnit and Mockito, reducing runtime from 3 hours to **under 1 hour** and improving testing efficiency by **67%**

## PERSONAL PROJECTS

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### Decoder-Only Transformer | *Python, PyTorch*

[GitHub Repo Link](#)

- Implemented a transformer model based on *Attention Is All You Need* paper to deepen understanding of NLP, language modeling, and attention mechanisms, with hands-on experience in tokenization and text generation

## EDUCATION

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### University of British Columbia

Vancouver, BC

*Master of Data Science, Specializing in Artificial Intelligence and Machine Learning (GPA: 90%)*

*2024 – 2026*

### University of British Columbia

Vancouver, BC

*Bachelor of Applied Science, Major in Mechanical Engineering (GPA: 85.0%)*

*2016 – 2021*