

Neil B Patel

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EXPERIENCE

Qualtrics, Seattle, WA | Scala, Java, Node.js, TypeScript, JavaScript, Python
Software Engineer

August 2022 – Present

- Served as a backend engineer responsible for developing and maintaining Qualtrics' internal Function-as-a-Service (FaaS) platform, equipping other teams with the capacity to rapidly develop and scale serverless functions all while simply integrating with internal tooling and services (e.g. CI/CD, metrics, logging, incident alerting, event streaming).
- Developed expertise with serverless cloud platforms, such as Apache OpenWhisk and AWS Lambda, as well as with custom microservices which leverage these platforms to orchestrate function executions that are scheduled, triggered by an event, or chained together with custom abstractions in a workflow.
- Implemented an API endpoint that enabled users to synchronously test serverless functions, which reduced the overhead to verify changes to a function and minimized the development lifecycle.
- Designed support for function executions triggered by event batches streamed from AWS SQS queues, providing an alternative event source to Kafka topics.
- Developed a custom Java runtime using AWS Lambda layers, enabling support for Java functions to run on AWS Lambda while being fully integrated with the internal orchestration platform.
- Improved team processes and reduced KTLO work by enriching incident alerting with Slack integrations and a Qualtrics dashboard, developing tracking mechanisms for help requests and security compliance tasks with Jira tickets, and minimizing noise in internal communication channels by automating code review requests.
- Recognized as a trusted on-call engineer capable of debugging, remediating, and triaging incidents of varying severity, with the judgement to escalate when necessary.
- Answered customer help requests promptly and consistently improving documentation content and formatting, in order to uphold a clear and streamlined user experience.
- Served as the team Security Champion by acting as a representative to security teams, ensuring security compliance tasks are remediated within Service-Level Agreements, and promoting secure coding and infrastructure practices.

Qualtrics, Provo, UT | React, TypeScript, Sass, Node.js, Luxon
Software Engineer Intern

May 2021 – August 2021

- Specified product requirements, helped design mockups, and developed an enterprise integration of Zoom video conferencing for the Qualtrics automated action engine, xFlow, a platform which is on track to reach over 1.5 billion action executions in 2021.
- This third-party integration enables Qualtrics customers to authenticate into their Zoom account using OAuth 2.0, automatically create instant, scheduled, or recurring meetings and chain relevant data into other actions.

EDUCATION

Davidson College, Davidson, NC
Bachelor of Science in Computer Science

May 2022
GPA: 3.6/4.0

SKILLS

- Apache OpenWhisk, AWS Lambda, AWS SQS, AWS S3, AWS EC2, Docker
- Scala, Java, Node.js, TypeScript, JavaScript, Python, Bash, Apache Groovy, MongoDB, CouchDB
- Asynchronous Processing, Event Streaming, Automation, CLIs, Dependency Injection, Authentication