Nathaniel Tjandra

Full-Stack Developer • Software Engineer • Technical Writer
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Education

University of California - Santa Cruz   **Graduated June 2020**
Bachelor of Science in Computer Science

Technical Skills

Web Frameworks	Flask, Django, React, Next.js, Node.js, Jekyll
Programming Languages	Python, Markdown, C++, Java, JavaScript, HTML, CSS, Bash
Backend Experience	Postgres, SQL, Firebase, GraphQL, REST, nginx
Project Management	Agile Scrum, Kanban, Git, Asana, Jira
Software Testing	Docker, Lighthouse, Postman API, Git Actions, ngrok

Work Experience

Technical Writer at Amazon   **Remote**   **Aug 2022 - June 2023**
Own content centered around Core AI products used by internal and external teams to increase product adoption.
- Work closely with a team of scholars, researchers, and economists to break down computation and incentives.
- Engage with stakeholders in technical calls and simplify scientific papers for solving econometric problems.
- Write, edit, record, and voice-over onboarding, user guides, FAQs, for API and infrastructure documentation.
- Apply AWS infrastructure to large scale data for users of internal and external products, with code examples.

Technical Writer at Mage   **Santa Clara (Hybrid)**   **Sep 2021 - June 2022**
Spearhead content strategy as the first technical writer. Topics focused on developer education in machine learning.
- Produced content that ranks in the top search results for popular data science topics using SEO techniques.
- Engaged with customers in technical assistance calls for data cleaning, model training, and sales demonstrations.
- Optimized web pages using Lighthouse and Ahrefs for identifying and patching technical SEO problems.
- Shipped interactive documentation for live API requests and responses in Python, JS, and curl, for predictions.
- Created developer guides, videos, and speaker scripts for the Mage product and customer demos on YouTube.
- Managed a team of three to five writers and developed a brand and style guide for a growing team of writers.
- Analyzed goals by creating charts on Amplitude to track and re-evaluate growth metrics across many pivots.

Full-Stack Software Engineer   **University of California, Santa Cruz**   **Jan 2020 - Aug 2021**
Led an Agile team of five to make tools that identify anomalies in the power distribution system.
- Developed a REST API to fetch real-time voltage data from a network of IoT devices to our databases.
- Transform docs as code for API endpoints on request, response, and integration testing using CI/CD pipelines.
- Wrote a step by step setup guide for installing IoT devices for assembly, firmware, and website monitoring.
- Integrated firmware to connect sensors to sample electricity from power outlets, stored as a waveform.
- Combined visuals of voltage time series data with waveform charts to inspect outages and discover anomalies.
- Optimized API calls to reduce response and load times from 10s down to 0.2 - 0.5s, when serving 300 users.
- Implemented semantic versioning to remove manual monitoring by scripting an automation to sync IoTs.

Projects

SuppCheck   **Jan 2020**
Award winning Hackathon project that allows users to look up health benefits of ingredients in fitness supplements.
- Deployed on GCP an interactive website and mobile app to upload images of product labels into Firebase.
- Integrated textual recognition of ingredient labels with Google's Cloud Vision API and photo layering.
- Devised a parsing algorithm to spell check and categorize ingredients into organic versus chemical.
- Provisioned an Azure SQL Database to support over 30,000 chemical compounds and its benefits.