

Josh Palmer

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Experience

Software Development Engineer II, Amazon.com, Inc.

2022 -

Present

- **SDE for Prime Video, Monetization and Payments team**
- Responsible for calculating royalties for ad-supported and rental/purchase content on Prime Video.
- Developed a CLI tool and a web UI for automating and managing royalty configurations for video content. Reduced manual error rate by over 90% and cut configuration request turnaround times by over 95%. Enabled business stakeholders to independently configure royalties, reducing the need for technical support.
- Led a critical initiative to overhaul earnings reports, eliminating the need for manual report generation.
- Led a key development work stream in the launch of a new portal for content partners, ensuring accurate title status updates throughout the lifecycle. Successfully coordinated with multiple teams to define new APIs and resolve complex architectural issues. Implemented and executed a comprehensive backfill strategy, migrating over 2 million titles to the new system to ensure their availability at launch.
- Identified significant cost cutting opportunities in our team's AWS resources, saving our team tens of thousands of dollars per month.
- Identified several key business components which were created manually in AWS, migrated them to CloudFormation, and created automated deployment pipelines for them.

Senior Software Engineer II/Tech Lead, Citrix Systems, Inc.

2016 -

2022

- **Tech lead on the Citrix Desktop as a Service team**
- Optimized the customer provisioning service, achieving a 30x increase in throughput and improving test coverage by 60%.
- Led the development and implementation of disaster recovery processes, reducing recovery times from a multi-day effort to less than a single day. Designed and implemented workflows for migrating customers to new regions with zero downtime for end users.
- Led the development and implementation of end-to-end, always-on session launch tests, allowing us to detect and respond to outages before SLA is affected.
- Developed an ACL store and API library, streamlining the way internal services manage access control and evaluate client permissions on their endpoints.
- Managed large-scale migration projects to enhance system resilience and compliance. Expanded services to support operations across multiple cloud platforms. Directed efforts to meet critical compliance standards, including FedRAMP, SOC2, and EU data regulations.

Education

Bachelor of Science in Computer Science

2016

Florida Atlantic University

Technical Skills

Languages:

Python, Java, C#, Javascript, SQL, Bash, Powershell

Software and Frameworks:
Cloud Platforms:

ASP.NET Core, Terraform, Kubernetes, Buck/Bazel
AWS, Azure, GCP