

Joshua Palmer

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Experience

Senior Software Engineer II, Citrix Systems, Inc.

2015 - Present

- Tech lead on the Citrix Desktop as a Service (Citrix Daas) team.
 - Developed a collection of microservices and REST APIs.
 - Prioritized and delegated work among a group of junior and senior developers.
 - Mentored dozens of new engineers and interns in the US, UK, China, and India.
- Service owner for an internal REST API for managing cloud-hosted SQL databases.
 - Migrated the service from .NET Framework to .NET Core and ported its Terraform code from a beta version to the latest stable version.
 - Refactored the service and its Terraform code to support multiple backend cloud providers.
- Service owner for an internal document store and REST API.
 - Added Swagger CodeGen support to automatically write clients and improve code turnaround times.
 - Improved service reliability by identifying clients making expensive queries and advising them on how to optimize their API usage.
- Subject matter expert on the Citrix DaaS customer provisioning service.
 - Led effort to parallelize the service, leading to a 30x throughput improvement.
 - Made significant changes to make the service compliant with FedRAMP and SOC2.
 - Raised the bar for code quality and improved test coverage by 60%.
 - Trained new developers how to work on the service.
- Disaster recovery (DR) leader.
 - Formalized and improved processes for migrating Citrix DaaS customers en masse to new regions, reducing DR drill time from days to hours.
 - Automated the full restoration of customers, eliminating manual toil and enabling us to restore large batches of customers instead of doing it sequentially.
 - Organized and ran regular DR drills involving stakeholders from several teams.
 - Tracked and investigated any failures occurring before, during, or after drills.
- Created a custom API client framework in Python and paired it with Swagger CodeGen to auto generate custom clients for Citrix DaaS services.
- Wrote a Python client for our in-house secret synchronization service, allowing services to store their secrets in an Azure Key Vault, fetch them once at startup, and refresh them periodically in a background thread, greatly simplifying secret management in our Python services.

Education

Bachelor of Science in Computer Science

Graduated August 2016

Florida Atlantic University

Technical Skills

Languages:

Software and Frameworks:

Cloud Platforms:

Python, C#, Javascript, SQL, Bash, Powershell
ASP.NET Core, Terraform, Kubernetes, Buck/Bazel
AWS, Azure, GCP