Quynn Smith, Software Engineer

Columbus, Ohio, USA, qsmity@gmail.com

LINKS

LinkedIn

SKILLS

Java, Spring, AWS, MicroServices, JUnit, CDK, Typescript, React, GraphQL, gRPC, HTML, CSS

EMPLOYMENT HISTORY

Apr 2024 — Jul 2025

Software Engineer, Amazon (Alexa)

Seattle

- Designed micro-services Alexa Music feature support for services with over 5 million daily customers with external team sign-offs and review cycles.
- Conducted weekly user-perceived friction analysis on Alexa+ Beta customer requests to detect defects and improve customer experience by ensuring friction rate is below 20%.
- Contributed to large-scale service migration (over 10 million daily requests) to standardize 1st Party and 3rd Party Provider integration with Alexa to reduce Provider development cycles.
- Collaborated with internal teams to improve LLM accuracy through prompt engineering, defect analysis, and LLM model regression testing.

Oct 2021 — Jan 2024

Software Engineer, Twitch (Amazon Subsidiary)

- Led project development of user facing feature redesign of which addressed user feedback, accessibility improvements, and extended functionality. Deployed feature to over 7 million monthly active streamers and moderators with 0 downtime and under 100 ms page load latency impact to user experience.
- Crafted and collaborated on data migration plan for AWS compute service migration involving terabytes of user data across multiple tables.
- Maintained and debugged over 10 backend internal services by addressing tech debt and relying on unit tests, integration tests, logging, and metrics. In addition to, monitoring service health and urgently responding to resource stress during on-call rotations.
- Built custom load test solution that allowed generation and cleanup of staging data which resulted in reducing beta stage storage costs by using AWS remote VPC commands.
- Managed AWS infrastructure through CDK, Terraform, and CloudFormation templates deployed through automated CI/CD pipelines.

Mar 2021 — Oct 2021

Software Engineer Apprentice, Twitch (Amazon Subsidiary)

- Onboarded teams and services to new internal admin panel for customer service specialists and external teams to better interface with our security related tools/products; freeing up engineering time by reducing manual intervention and onboarding.
- Contributed to and developed user facing products that gave streamers access to features that aided in the reduction of harm via harassment.
- Participated in code reviews and collaborated with other software engineers and UI/UX designers to fully understand proposed products to more accurately address user needs during product development.
- Aided in the production of new features on existing backend services by adding new APIs following gRPC paradigm, data access layers, asynchronous event publishing, logging, metrics, alarms, and GraphQL modifications.

EDUCATION

Jun 2020 — Nov 2020

App Academy

Completed a rigorous and immersive software engineering bootcamp focused on full-stack development. Acquired skills in web development, database management, and software engineering principles.