SYDNEY R. LIN

Seattle, WA · sydney.lin12@gmail.com · (785) 979-4932 · https://www.linkedin.com/in/sydneylin12/

EDUCATION

University of Minnesota, Twin Cities — Minneapolis, MN
B.S. Computer Science — Aug 2017 - Dec 2020

EXPERIENCE

Amazon Web Services (AWS) — Seattle, WA
Software Development Engineer II — Mar 2024 - Present

- Architected a workflow to enable data center technicians to audit fiber data with over $4 million in potential operational savings.
- Seamlessly integrated a React-powered file upload widget into an AWS internal workflow engine, enhancing customer experience by ingesting data in a standard CSV format.
- Modeled 2,400 link hierarchies in an integration between two teams, which creates leased optic fiber data in an Amazon-owned database.
- Quickly assumed on-call responsibilities within 1.5 months, alleviating ops load for a team of four.
- Designed new features for an AWS Networking database that serves as the source of truth for 1.9 million network links worldwide.
- Influenced the team's weekly operational review process by implementing automated ticket statistics, saving 30+ minutes per week of manual analysis.

Qualtrics — Seattle, WA
Software Engineer II — Oct 2022 - Mar 2024

- Planned and executed the delivery of the CoreXM Dashboards 'table-of-contents,' enhancing navigation efficiency for over 10,000 active brands.
- Reduced legacy customer data deletion KTLO by 100% by crafting a scheduled cleanup package.
- Collaborated with product and UX research teams to urgently improve dashboard adoption by enhancing page visibility across four types of dashboards.
- Drove the deprecation of a vulnerable service, reducing active customer brands from over 500 to 12.
- Eliminated on-call vulnerability triage time by automating security triage for over 100 tickets.
- Created a central golden signals operational dashboard, reducing incident triage time by about 40%.
- Reduced the scale of a batched endpoint by dropping an average of 50% of unnecessary requests.
- Optimized integration tests, reducing runtime by 30% and boosting the pass rate to over 90% by scaling the authentication process to a constant-time operation.
- Partnered with three key teams in the Reporting organization, empowering customers to enhance their storytelling through diverse reporting methods.

Qualtrics — Seattle, WA
Software Engineer I — Jan 2021 - Oct 2022

- Spearheaded the development of 'Custom Metrics' in a report editor, allowing customers to compute 30 equations composed of up to 10 individual survey metrics.
- Improved data deletion efficiency from about three hours to 15 minutes per week with partial automation.
- Mentored one full-time engineer and one intern, resulting in each fully onboarded and independent within one quarter.
- Enhanced the survey data analysis experience by designing display logic on four different survey attributes.

SKILLS

Programming Languages:	TypeScript, JavaScript, Java, Python, SQL, HTML, CSS, XML, Scala, Go
Web Frameworks:	AWS CDK, React, Express, AngularJS, jQuery
Developer Tooling:	Git, NodeJS, NPM, Jenkins, Gradle, Postman, Webpack
Operational Tooling:	CloudWatch, EC2, Docker, Nomad, Splunk, Grafana, Amplitude
Distributed Technologies:	Lambda, SQS, SNS, Redis, Glue, API Gateway, LakeFormation
Databases:	S3, DynamoDB, Athena, RDS, MongoDB
Testing Libraries:	JUnit, Mockito, Mocha, Chai, Sinon, Jest, Karma, Selenium