

# SYDNEY R. LIN

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## EDUCATION

**University of Minnesota, Twin Cities**  
B.S. Computer Science

Minneapolis, MN  
Aug 2017 - Dec 2020

## EXPERIENCE

### Flexport

*Software Engineer II*

Bellevue, WA  
Oct 2024 - Present

- Designed a scalable AWS-based messaging component enabling automated outbound communication across Slack, email, Flexport Messaging, and phone calls.
- Led design and delivery of the 'input actual pickup' automated workflow, eliminating manual messaging for operators and streamlining over 1,000 tasks.
- Spearheaded the development and implementation of a container demurrage alert system, driving operational efficiency and saving Flexport \$50 per container daily by minimizing shipment delays.
- Streamlined Flexport's operations in Asia by implementing a scalable, region-specific work item configuration for 11 tasks.

### Amazon Web Services (AWS)

*Software Development Engineer II*

Seattle, WA  
Mar 2024 - Sep 2024

- Architected a workflow to enable data center technicians to audit fiber data with over \$4 million in potential operational savings.
- Modeled 2,400 link hierarchies in an integration between two teams, which creates leased optic fiber data in an Amazon-owned database.
- 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

*Software Engineer II*

Seattle, WA  
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.
- Reduced on-call vulnerability ticket triage time by 100% through triaging automation and automatic patch version updates.
- Created a central golden signals operational dashboard, reducing incident triage time by about 40%.
- Optimized integration tests, cutting runtime by 30% and increasing pass rates to over 90% with constant-time authentication.

### Qualtrics

*Software Engineer I*

Seattle, WA  
Jan 2021 - Oct 2022

- Spearheaded the development of 'Custom Metrics' in a report editor, allowing customers to compute 30 dynamic equations composed of up to 10 survey metrics.
- Improved data deletion efficiency from about three hours to 15 minutes per week with partial automation.

## SKILLS

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