SYDNEY R. LIN

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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 2   Mar 2024 - Present

- Created an integration to enable DC technicians to audit fiber data with over $4 million in potential operational savings.
- Migrated 100% of legacy circuit data from RDS to S3, enabling the deprecation of eight packages.
- Modeled 2,400 link hierarchies in an integration between two teams, which creates leased optic fiber data in an Amazon-owned database.
- Quickly took ownership of the on-call rotation within 1.5 months, alleviating operational 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 2   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 an operational dashboard during a company-wide code yellow, reducing incident triage time by about 40%.
- Reduced the scale of a batched endpoint by dropping an average of 50% of unnecessary requests.
- Collaborated with three major teams in the Reporting org, enabling customers to tell better stories with different methods of reporting.

Qualtrics   Seattle, WA
Software Engineer 1   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.

University of Minnesota   Minneapolis, MN
Teaching Assistant   Jan 2019 - Jan 2020

- Conducted 32 weekly labs and office hours for CSCI 1933: Algorithms and Data Structures.

SKILLS

Programming Languages:	TypeScript, JavaScript, Java, Python, SQL, HTML, Scala, Go
Frameworks:	AWS CDK, React, Node.js, Express.js, Angular
Developer Tooling:	Git, Brazil, Jenkins, NPM, Gradle, Postman, Webpack
Operational Tooling:	CloudWatch, EC2, Docker, Nomad, Splunk, Grafana, Amplitude
Distributed Technologies:	Lambda, SQS, SNS, Redis, Glue, API Gateway
Databases:	Amazon S3, DynamoDB, Athena, Amazon RDS