

# SYDNEY R. LIN

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

## EDUCATION

### University of Minnesota, Twin Cities

B.S. Computer Science *GPA: 3.77*

Minneapolis, MN

Aug 2017 - Dec 2020

## EXPERIENCE

### Amazon Web Services (AWS)

*Software Development Engineer II*

Seattle, WA

Mar 2024 - Present

- Created an integration to enable data center technicians to audit inter-DC fiber data with over \$4 million in potential operational savings.
- Migrated 100% of legacy circuit data from RDS to S3, enabling the deprecation of a legacy service and eight supporting packages.
- Modeled over 4,000 link hierarchies in a serverless integration which models leased optic fiber in an Amazon-owned database.
- Quickly took ownership of the on-call rotation within 1.5 months, significantly alleviating operational load for a team of four.
- Contributed to an internal AWS Networking service that serves as the source of truth for worldwide network information.

### Qualtrics

*Software Engineer II*

Seattle, WA

Oct 2022 - Mar 2024

- Independently led the lifecycle of the CoreXM Dashboards 'table-of-contents,' enhancing navigation efficiency for over 10,000 active brands.
- Reduced former customer data deletion KTLO by 100%, to zero minutes per week, by writing a CI/CD cleanup package.
- Led a high-visibility project to improve adoption and enhance dashboard page visibility across all 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.
- Contributed to multiple services in the Reporting org, enabling customers to tell a story with their survey data.

### Qualtrics

*Software Engineer I*

Seattle, WA

Jan 2021 - Oct 2022

- Spearheaded development of Custom Metrics in a report editor, allowing customers to create 30 mathematical operations composed of up to 10 individual metrics.
- Improved data deletion efficiency from multiple hours to 15 minutes per week with partial automation.
- Mentored two engineers, including one intern, empowering them to work independently and achieve self-sufficiency within just one quarter.
- Enhanced customer capabilities for second-level analysis by implementing display logic on three survey attributes and peer responses.

### University of Minnesota

*Teaching Assistant*

Minneapolis, MN

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