Syd Polk
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SUMMARY

Seasoned software developer and manager with experience in all aspects of software development.

EDUCATION

Rice University, Houston, TX - Bachelor of Arts in Computer Science.

EMPLOYMENT HISTORY

Indeed, Inc., Austin, TX.
Senior Software Engineer, April 2016-present.

Senior Software Engineer, Mobile Applications, April 2022-date.
- Established an on-call system for mobile engineers based on a Datadog-based monitoring system for our mobile native applications.
    - ~30 engineers in on-call rotation
    - Developed Datadog logging and metrics in the iOS Job Search
    - Developed runbooks and dashboards as resources during on-call events.
    - Detected 3 events that were only evident in the iOS Job Search application.
    - Detected 4 events that were Indeed-wide before any server side alerts were sent.
- Developed user-facing native features using SwiftUI and GraphQL.

Site Reliability Engineer (1 quarter rotation), April-July, 2021.
- Measured a highly used service for latency and availability. Showed with instrumentation and Datadog metrics that the service was not ready to have a Service Level Obligation established.
- Worked with other SREs to write a tutorial about Kubernetes for the SRE organization.

Software Engineer, Job Search Native API – November 2018-April 2022.
- Developed and evangelized GraphQL technology within Indeed. Implemented GraphQL-based microservices. Converted existing microservices from REST to GraphQL. Developed demonstration GraphQL clients. Advised and mentored other teams implementing GraphQL.
- Split a small but important service from our main job search webserver for use as a microservice. Designed, wrote, and deployed to QA. Service handles several million requests a week that would have otherwise been handled by the jobsearch server, decreasing request latency and memory pressure. Handles 100M+ requests/month with an internal latency average < 100ms, and availability 99.0%
- Developed high-volume client logging library using Kafka that can handle tens of millions of logs per day from native applications such as GlassDoor and Indeed Job Search.

Software Engineer, Job Search Front End – April 2016-November 2018.
- Designed and developed features for the IOS Job Search app from Indeed. Reduced crash rate by 5x.
- A/B testing of various features on the job viewing web page; increased user engagement 5-8%.
- Made build system improvements that resulting in our builds being 25-30% faster.
- Participated in hundreds of onsite interviews for potential candidates to work at Indeed.

Bone Jarring Games and Software, Austin, TX.
Founder/CEO/CTO, July 2013-March 2021.

- Developed play-aids for table-top role-playing games for iOS, like Pathfinder or Dungeons & Dragons

Mozilla, Inc., Mountain View, CA (remote).
Technical Lead, Platform QA, April 2014-April 2016.

Klink LLC, Austin, Texas.
Mac OS X Programmer, August 2013-April 2014.

- Used Objective C, Python and PyObjC to develop user interface for cloud syncing application.
- Used Python to implement syncing via RESTful interfaces.
- Reduced open bug count by 80%.

Spawn Labs, Austin, Texas.
QA & Release Engineer Manager, September 2012-August 2013.

Rock Systems, Durango, Colorado (remote).
Consultant – iOS Development, April 2012-August 2012.

- Identified and fixed 80+ defects in Airborne Media Group's Audio Air IOS app, including many crashing defects that would have been triggered within 5 minutes of launch.
- Version 1.3 shipped in the App Store in September 2012.

Coverity Software (now Synopsis), San Francisco, California (remote).
Senior QA Manager and QA Architect, July 2008-May 2012

Lombardi Software (now IBM), Austin, Texas.
QA Manager, May 2006-June 2008

Apple Computer (now Apple, Inc.), Cupertino, California.
Xcode Tools QA & Integration Manager, May 2001-April 2006

- Built clones of Mac OS X with new versions of gcc. Worked with Mac OS project teams to verify that their projects compiled and ran. Built 1200 projects with gcc 3.0, 3.1, and gcc 4.0. Built and installed over 100 internal versions of Mac OS X, including versions 10.2 Jaguar, 10.3 Panther, and 10.4 Tiger (PowerPC and Intel)
- Internal evangelist for Xcode and gcc at Apple, working with project teams to address issues with developer tools.

Red Hat, Inc./Cygnus Solutions, Sunnyvale, California.
Engineering Manager, November 1997-May 2001

Sun Microsystems Laboratories (now Oracle Laboratories), Mountain View, California.
Member of Technical Staff, March 1996 to November 1997

- Built and developed native features for Mac OS and Windows 32 versions of Tcl/Tk.

Claris Corporation (now Claris International), Santa Clara, California.
StyleWare, Inc., Houston, Texas
Software Engineer, December 1987-March 1996

- FileMaker Pro for Mac and Windows
    - Primary engineer for port from MC 68000 processor to Power PC
- AppleWorks GS for the Apple IIGS.

SKILLS

Java, GraphQL, Swift, Swift UI, UIKit, Python, Spring, Spring Boot, Objective C, RESTful APIs, Javascript, Soy, HTML, CSS, Django, C, SQL, Perl, Tcl, Ruby, C++, Xcode, Eclipse, Mac OS X, iOS, Unix, Linux, Windows, Visual Studio, cvs, Subversion, Perforce, git, Bitkeeper, Mercurial, gcc, Jenkins, VMWare, Cocoa, Bugzilla, JIRA, yocto, repo, vagrant, VirtualBox, Marionette, hobo, Datadog, Terraform, Kubernetes, Avro, Kafka, Docker, make

ONLINE PUBLICATIONS

Recruited By Tech – a blog about interviewing for jobs in the tech sector.
Middle-class Tech – a newsletter about my life in the tech sector.