

William W. Clarkson

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Education

Tufts University
*School of
Engineering*
Medford, MA

Major B.S. in Computer Science, Class of 2015 **GPA** 3.75 (Dean's List 7 semesters)

Major Classes Data Structures, Machine Structure and Assembly Language Programming, Programming Languages, Algorithms, Computation Theory, Web Programming, Operating Systems, Security, Computer Graphics, Advanced Functional Programming, Programming Language Design

Activities/Leadership Engineers Without Borders, Treasurer of the Tufts Robotics Club (Fall 2012–Spring 2014), Co-organizer of TuftsHack Fall 2013

Experience

SDE 2
Microsoft
Geneva Monitoring
UX Team
October 2016 –
Present

- Working on the Jarvis portal, the face of the widely-used internal Geneva Monitoring platform (one of the largest such sites at Microsoft, with 25k+ monthly unique users)
- Worked to design, build, maintain, and support two rich configuration experiences for ingesting metric data from different services based on user-defined queries
- Built out a new framework with another developer for new Jarvis pages to enable CDN caching, stronger isolation between pages, less boilerplate, a more streamlined development/build/deployment experience, and a path to a mobile version from the same source; subsequently, migrated several existing pages to the new framework and continue to make improvements to streamline the developer experience
- Worked with several key customers to understand their needs and build out new functionality in Jarvis, including a new heat map visualization and improvements for existing visualizations in the metrics dashboard experience

SDE
Microsoft
Modern Support
UX Team
September 2015 –
October 2016

- Worked on UX and backend for Maven (a knowledge base targeted by tenant-specific insights) and the Concierge widget (a pilot support experience for Office 365 administrators offering targeted insights and relevant documentation for self-serve issue resolution); developed new features and UI for the Concierge widget in order to roll it out more broadly to larger enterprise customers
- Rationalized reporting efforts across the team to streamline logging and analysis, and built granular reports to measure ticket creation deflection

SDE Intern
Microsoft
Summer
2013 and 2014

- Summer 2013: worked in Foundry program (Cambridge, MA) with several other interns to create DinoFit, a gamified fitness app for Windows Phone 8
- Summer 2014: worked on the Office 365 Secure Access team; designed and implemented a set of Windows PowerShell cmdlets to enable sysadmins to interact with an internal identity management system through the command line

Teaching Assistant
Tufts University
Spring 2013 –
Spring 2014

- TA for Machine Structure and Assembly Language Programming, Problem Solving by Computer, and Data Structures
- Assisted with weekly labs and held regular office hours to aid students with projects

Technical Skills

Languages

**Tools/
Technologies**

TypeScript, JavaScript, HTML, CSS, C#, Haskell

Git, Vim, Visual Studio, .NET, Webpack, Knockout, Node.js, Microsoft Azure, Azure DevOps, Linux