

**Software engineer dedicated to creating user-centric, maintainable, and reliable software.** Experience designing, coding, deploying, and monitoring highly-available services with thousands of calls/second. Productive on **UNIX** and **AWS**; proficient with **Java** and **Python**; familiar with **C**, **Javascript**, **HTML/CSS**, and other technologies. **Bilingual**.

## Experience

### Amazon (2016–2018)

Software Development Engineer, Alexa Communications

- Maintained and operated, as part of an agile team, a portfolio of highly-available services related to endpoint management, message routing, device configuration, and media relay infrastructure. (**Java**, **TURN/STUN**)
- Designed, implemented, and executed an in-service data migration as part of a small group. (**Java**, **MySQL**, **DynamoDB**)
- Participated in an on-call shift rotation, diagnosing service anomalies and mitigating customer impact.
- Initiated and implemented improvements to the on-call dashboards to improve readability and consistency, resulting in faster issue diagnosis despite a growing portfolio of services.
- Led an investigation into a data-loss incident; gathered facts, interviewed team members, and reported the findings to senior management (including recommendations which informed future best practices).

### Cisco Systems (2013–2016)

Software Engineer, Enterprise Networking Group

- Redesigned and rewrote a network subscriber emulator to test router performance, achieving a higher call rate with a more user-friendly, flexible tool. (**Java**, **JNI**, **C**)
- Designed and wrote a Python API for Cisco's IOS command line interface to enable scripted network management; received positive feedback from customers at Cisco Live and another executive conference. (**Python**)
- Won, as part of a team, an office hackthon with an application that used existing customer service data and good UX design principles to improve customer support. Our concept was one of five projects company-wide to be recommended for further resources and funding. (**HTML/CSS**, **Javascript**, **Python**)
- Contributed to the modernization and cleanup of the in-service software upgrade system in Cisco routers and switches. (**Lua**, **Python**, **Bash scripts**)

### Treasury Board of Canada Secretariat (2011–2012)

Intern Application Developer, Interoperability Center of Excellence

- Developed a proof of concept Service Oriented Architecture, in order to better integrate soloed government departments. (**Java**, **Tomcat**)
- Researched UDDI technology as a possible automatic service discovery option, and presented my recommendation against it.
- Acquired Level II (Secret) security clearance with the Government of Canada.

## Qualifications

**AWS Certified Developer, Associate (2018)**

**AWS Certified Solutions Architect, Associate (2018)**

**Bachelor of Applied Science, Software Engineering Degree (2013)**

University of Ottawa

*References available upon request.*