Austin Ward

Technical Lead — App Marketplace + High-Scale Data Integrations

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EXPERIENCE

Klaviyo — *Senior Software Engineer*

AUG 2022 - PRESENT

- Acted as technical product owner for the **Klaviyo App Marketplace**, enabling third-party developers to build scalable integrations; the platform now supports **3,000+ actively developed apps**.
- Designed and led implementation of a **modular authentication runtime framework**, replacing bespoke auth logic with reusable primitives; this resulted in the reduction of integration auth build time **from weeks to minutes.**
- Re-architected event branding for Klaviyo's **20 billion events/day ingestion pipeline** by introducing OAuth-based sender verification, ensuring only **verified applications** are associated with event metadata.
- Spearheaded CI/CD overhaul for integrations, reducing deployment time by **75%** and unblocking integration launch velocity.
- Load-tested and rebuilt outbound data pipeline, increasing throughput by **218%** and mitigating customer growth bottlenecks.
- Executed **zero-downtime migration** of Memcached clusters, preventing degradation and resolving long-standing slab imbalance issues.

Klaviyo — *Software Engineer II, Integrations*

JUN 2021 - AUG 2022

- Abstracted internal ad pipeline to modularize data sinks (Facebook, Google, TikTok), cutting new integration time by **20%**.
- Scaled inbound event ingestion to handle **25K+ requests/sec** with performance profiling and caching improvements.

Capital One — *Software Engineer I → Software Engineer II*

JUL 2018 - JUN 2021

- Designed and built orchestration layer powering **400+ ML features**, enabling auto-scheduling and dependency resolution.
- Eliminated ingest latency (30min → <200ms) via event hook system for real-time updates to machine learning models.
- Managed Kafka-based event pipeline processing **400M+ events/day**, supporting real-time decisioning systems.
- Reduced analysis runtime from 7h → 5min using static and dynamic build graph pruning.

LANGUAGES

Rust, Python, TypeScript, SQL, JavaScript, Go, Java, PHP

TECHNOLOGIES & TOOLING

Infra / DevOps: AWS, Docker, Terraform, CI/CD (GitHub Actions, Jenkins), Memcached, Redis, RabbitMQ

Monitoring: StatsD, DataDog, Grafana

Data Systems: Kafka, MySQL, feature stores, event pipelines

Other: React, GraphQL, HCL

EDUCATION

Binghamton University
B.S. in Computer Science

Thomas J Watson College of Engineering