

# AUSTIN WARD

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## EXPERIENCE

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**Klaviyo**, Boston, MA

August 2022 – Present

**Senior Software Engineer**, Integrations eCommerce

- Abstract outbound advertising pipeline to increase advertising integration velocity
- Identify critical points of failure for outbound data pipeline via load testing
- Redesign existing integration inspection functionality to utilize asyncio, preventing timeouts
- Migrate deprecated Memcached cluster version to prevent degradation and slab imbalance

**Klaviyo**, Boston, MA

June 2021 – August 2022

**Software Engineer II**, Integrations Platform

- Optimized inbound data pipeline to handle peak loads of 25k requests per second
- Decreased onsite support tickets by 77% for Shopify customers by preventing duplicate onsite tracking scripts
- Improved engineering-wide code coverage awareness by introducing CI checks for automated test results

**Capital One**, New York, NY

January 2020 – June 2021

**Senior Associate Software Engineer**, Feature Platform

- Automated feature computation for 400+ features by architecting the orchestration system
- Eliminated 30m feature ingestion period by implementing sub 200ms hook-based ingestion

**Capital One**, New York, NY

August 2019 – January 2020

**Associate Data Engineer**, Enterprise Customer Intelligence

- Maintained elastic Kafka event aggregation pipeline, handling peak loads of 400 million events/day
- Achieved per-build static and composition analysis by decreasing run time from 7h to 5m

**Capital One**, Wilmington, DE

July 2018 – August 2019

**Associate Software Engineer**, Small Business Bank

- Reduced Small Business Bank support calls by developing atomic, context-aware transaction APIs
- Decreased deployment time and failure rates by automating continuous integration and deployments

## EDUCATION

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**Binghamton University**, Thomas J Watson College of Engineering and Applied Science

May 2018

Bachelor of Science, Computer Science

## SKILLS

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**Languages:** Python, Go, HCL, Javascript, Rust, PHP

**Technologies:** Vim, Docker, Jenkins, RabbitMQ, StatsD, Grafana, DataDog, Redis, Memcached