Neil B Patel

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EXPERIENCE

Qualtrics, Seattle, WA | **Scala, Java, Node.js, TypeScript, JavaScript, Python** *August 2022 – Present*
Software Engineer

- Served as a backend engineer responsible for developing and maintaining critical internal platforms such as a Function-as-a-Service (FaaS) platform built on top of Apache OpenWhisk, a messaging streaming platform built on top of Apache Kafka, enabling other teams to rapidly develop and operate highly scalable microservice architectures that integrate with internal monitoring and CI/CD services
- Designed features for and maintained a centralized message fairness platform which leveraged Akka/Pekko streams and a configurable round-robin strategy, enabling internal developers to better control traffic to their services and avoid customers' excessive usage from affecting other customers
- Helped develop an easier-to-maintain Lambda-native solution to replace the complex internal FaaS platform at near-parity, heavily leveraging AWS Cloud Development Kit (CDK), AWS Lambda Event Source Mappings, and AWS Lambda Extensions
- Gained a deep expertise with AWS Lambda Extensions by leading the project to design and develop extensions that could be precompiled and attached to any Lambda function to enable them to send logs to our internal monitoring infrastructure and fetch secrets from our on-premises secret manager
- Improved team processes and reduced KTLO work: drove down time to resolution and missed asks by creating a tracking mechanism for internal customer help requests, decreased burden of on-call shifts by creating a Qualtrics dashboard that automatically populated a weekly log of incidents and their trends over time, and decreased noise in internal Slack channels by automating code review requests
- Served as the Root Cause Analysis (RCA) liaison for the broader group of core platform and infrastructure teams, ensuring that we learned from critical incidents caused by one of our teams, by scheduling and managing the weekly review of RCA documents and corresponding with engineering-wide reliability leaders
- Served as the team Security Champion by acting as a representative to security teams, ensuring security compliance tasks remediation within Service-Level Agreements, and promoting secure development practices

Qualtrics, Provo, UT | **React, TypeScript, Sass, Node.js, Luxon** *May 2021 – August 2021*
Software Engineer Intern

- Specified product requirements, helped design mockups, and developed an enterprise integration of Zoom video conferencing for the Qualtrics automated action engine, xFlow, a platform which is on track to reach over 1.5 billion action executions in 2021.
- Third-party integration enables customers to authenticate into Zoom accounts using OAuth 2.0, trigger the creation of instant, scheduled, or recurring meetings and chain that data into other xFlow actions.

EDUCATION

Davidson College, Davidson, NC *May 2022*
Bachelor of Science in Computer Science GPA: 3.6/4.0

SKILLS

- Apache OpenWhisk, Apache Kafka, Akka/Apache Pekko, AWS Lambda, AWS CDK, Docker
- Scala, Java, Node.js, TypeScript, JavaScript, Go, Python, Bash, MongoDB, CouchDB, Redis
- Asynchronous Processing, Event Streaming, Infrastructure as Code, Authentication, Automation