

# Jon Mellman

## Senior Software Engineer

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### PROFILE

I build customer-facing products and lead engineering teams to high business impact, applying a holistic set of technical, business, and leadership skills. Looking for high-impact technical opportunities as developer or lead.

6+ YoE shipping products and microservices according to industry best practices, using Node.js, TypeScript, React, Docker, AWS (DynamoDB, SQS, SWF, S3), etc.

4+ YoE leading teams from 4-9 devs on rapidly growing products.

### EXPERIENCE

**Qualtrics, Seattle WA** - *Senior Software Engineer / Team Lead*

JULY 2014 - PRESENT

Promotions: 3 promotions in 5 years. SDE I → SDE II → Team Lead → Senior SDE.

Awards: Best Overall, 2018 Qualtrics Hackathon

- Engineering owner of [Frontline Feedback](#) product from October 2019. Shipped Generally Available product from neglected legacy codebase through sweeping architectural and operational upgrades.
- Developed global \$50MM+ [Customer Analytics product](#) from MVP. Engineer #2 of 300+ in the Qualtrics Seattle office.
- Led design and implementation of [Dashboard Notifications](#) pipeline, which notifies customers about anomalies detected in survey response data
- Oversaw 77% real-user perf improvement for [Qualtrics Mobile App](#) (React Native)
- Scaled [distributed export workflow](#) 40x while reducing failure rate by 99%
- Increased cache hit rates by +50% on perf-critical APIs with novel warming design
- Cut product translation costs by 80% by optimizing localization file scheme
- Designed and implemented security-critical RBAC permissioning model, rules engine, and authorization layer for [complex permissioning of reports](#)

**Merge Agency, Greenville SC** - *Programmer Intern* - OCTOBER 2013 - MAY 2014

**American Airlines, Dallas/Ft. Worth TX** - *Software Developer Intern* - SUMMER 2012

### EDUCATION

**Furman University, Greenville SC** - *B.S. CS & Applied Mathematics* **MAGNA CUM LAUDE**