Benjamin Ezra Perlmutter

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EXECUTIVE SUMMARY

Impact-driven engineer with 8+ of industry experience building efficient, resilient, well-structured software. Proven track record of building new and expanding existing software systems to support new functionality while improving long-term stability and scalability. Recognized as an innovative servant leader, committed to generating meaningful change within the areas of team efficiency, employee development, and workplace diversity.

PROFESSIONAL SKILLS

Back-End & Full-Stack Development | Unit & Integration Testing | Technical Roadmapping
Leadership | Stakeholder Engagement | Interviewing | Technical Training & Onboarding
Code & Process Documentation | Code Organization, Migration, Structuring & Scalability
CI/CD Pipelines | Distributed Systems | Critical Thinking | Precise Communication

LANGUAGES & TECHNOLOGIES

Proficient: Python, Ruby, JavaScript/TypeScript, SQL, HTML, JetBrains
Experienced: PHP, C++, Java, CSS, Bash, Git, AWS, OS X, Unix, Jenkins, DataDog
Familiar: Windows OS, Kibana, Grafana, Subversion, React

PROFESSIONAL EXPERIENCE

Chime – Senior Software Engineer, Support Experience   Remote (08/2023-09/2024)
- Spearheaded engineering changes to fulfillments, adding functionality to the automated chatbot for use by both interactive voice response (IVR) and typed chat functionality
- Optimized on-call efficiency by streamlining the role's responsibility structure
- Improved customer experience during automatic IVR verification process drastically, cutting the average verification time from around 90 seconds to approximately 30 seconds

Affirm – Senior Software Engineer, Localization Team   Remote (03/2021-02/2023)
- Overhauled and improved legal document generation and update process, adding self-service and automation; drastically lowered administrative burden around legal documents
- Led multiple facets of legal document creation, maintenance, and deprecation for all regions, including legal-department-facing interactions and new product launches
- Enacted change in quality and consistency of engineering interviews company-wide, improving the process to make it accessible to a broader group of engineers, unlocking potential improvements to diversity & inclusivity of interviewers and new hires
- Partnered with colleagues to configure self-service and begin localization of entire Affirm codebase to ensure easier translation of any consumer-facing strings for future scaling

Amazon – AWS Software Development Engineer   Boston, MA (07/2018-02/2021)
- Revamped automated testing for AWS DataSync, enhancing service stability, saving over $30k monthly, and improving test durability, code organization, and documentation
- Created new logging options for customers using DataSync, expanding functionality for specific use-cases requested by important customers
- Led Storage Gateway's build of a new availability region, co-led build in two other regions
- Migrated Storage Gateway's certificate management to AWS Certificate Manager (ACM) reducing need for regular manual maintenance of digital certificates within the service
- Onboarded Storage Gateway as an alpha adopter of CloudWatch Dashboards
- Contributed to operational process documentation and onboarding of new team members

Wayfair – Agile Software Engineer   Boston, MA (10/2016-06/2018)
- Led the development of the Load to Dock Door User Interface and internal reporting tools for the Warehouse Management (WMS) Wayfair Delivery Network Hubs Team
- Spearheaded projects for truck loading, unloading, and handheld device programming and architecture on the WMS SPO Cross-docking Team; Significantly contributed to the order import process, internal reporting tools, scalability improvements, and project completion
- Modernized legacy logic from HighJump to PHP and SQL for the WMS Distribution Network Team, enhancing team efficiency by allowing development in contemporary systems

ADDITIONAL PROFESSIONAL EXPERIENCE

PTRC, Inc. Watch Repair – Independent Software Developer   Toledo, OH (2015-2016)
iVantage Health Analytics – Software Development Intern   Needham, MA (2015)
Hamilton College – Computer Science Teaching Assistant   Clinton, NY (2013-2016)

EDUCATION

Hamilton College   Clinton, NY
Bachelor of Arts in Computer Science, Minors in Physics and Mathematics
Honors: Phi Beta Kappa, *magna cum laude* (GPA 3.78)