

# 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 Critical Thinking | Problem Solving | Detail Oriented | Precise Communication

## LANGUAGES & TECHNOLOGIES

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

## 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)