

# Benjamin Ezra Perlmutter – Senior Software Engineer

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## EXECUTIVE SUMMARY:

Software engineer with 8 years building backend systems, with full-stack and infrastructure work mixed in. I utilize a communication-first approach to identify root causes and keep cross-functional stakeholders involved for maximum efficiency. I build systems that are maintainable, scalable, and that people actually want to use. Currently drawn to work that has real-world impact, especially in civic tech, logistics, and transportation.

## PROFESSIONAL SKILLS:

Backend & Full-Stack Development | Distributed & Scalable Systems | API Integration | Event-Driven Architecture  
Test-Driven Development | Unit & Integration Testing | CI/CD Pipelines | Code Migration | AI Training  
Cross-Functional Collaboration | Stakeholder Engagement | SaaS & Cloud Services | Technical Roadmapping  
Financial Tech | Technical Training, Mentorship & Onboarding | Code & Process Documentation | Interviewing

## LANGUAGES & TECHNOLOGIES:

**Proficient:** Python | Ruby | JavaScript/TypeScript | SQL | HTML

**Experienced:** PHP | C++ | Java | CSS | Bash | Git | AWS | Linux/Unix | macOS | Jenkins | DataDog

**Familiar:** React | Kibana | Grafana | Subversion | Windows | Flutter

## PROFESSIONAL EXPERIENCE:

### Independent Software Engineering Consultant

Remote, US | October 2024 – Present

#### Chime – Senior Software Engineer, Support Experience

Remote, US | August 2023 – September 2024

- Built chatbot functionality for both IVR and text chat, expanding automated support capabilities
- Restructured on-call responsibilities to improve team efficiency and reduce engineering context-switching
- Cut customer verification time in the IVR flow from 90 seconds to 30 seconds by redesigning the process

#### Affirm – Senior Software Engineer, Localization Team

Remote, US | March 2021 – February 2023

- Identified inefficiencies in legal document workflow through cross-functional communication, then built self-service system that cut time per ticket by over 80%—saving more than 20 hours each of engineering and stakeholder time per sprint
- Managed legal document lifecycle for all regions—worked directly with legal and other document stakeholders on new product launches and document maintenance
- Identified and escalated issues in engineering interview process, prompting company-wide improvements, expanding the interviewer pool and increasing diversity and inclusivity of both interviewers and candidates
- Partnered with team to build string localization infrastructure for the entire Affirm codebase, enabling easier translation for international expansion

#### Amazon – AWS Software Development Engineer

Boston, MA | July 2018 – February 2021

- Rebuilt testing infrastructure for AWS DataSync to improve reliability and save \$30-60k monthly
- Added custom B2B logging features for AWS DataSync based on enterprise client requests
- Led Storage Gateway infrastructure development in one AWS region and co-led two additional regions
- Migrated Storage Gateway certificate management to AWS Certificate Manager, eliminating manual renewal processes, and integrated CloudWatch Dashboards as an early alpha adopter
- Developed operational process documentation and mentored new engineers during onboarding

#### Wayfair – Agile Warehouse Management WMS Software Engineer

Boston, MA | October 2016 – June 2018

- Built user interface and reporting tools for warehouse dock door operations in Wayfair's delivery network
- Developed truck loading and unloading, order import, internal reporting features, and handheld device integration for cross-docking operations
- Migrated legacy HighJump warehouse logic to PHP and SQL, improving team efficiency by unlocking modern development practices

## INTERNSHIPS & EARLY ROLES:

**PTRC, Inc. Watch Repair – Independent Software Developer**

Toledo, OH | December 2015 – January 2016

**iVantage Health Analytics – Software Development Intern**

Needham, MA | June 2015 – August 2015

**Hamilton College – Computer Science Teaching Assistant**

Clinton, NY | January 2013 – May 2016

## EDUCATION:

**Hamilton College**

Clinton, NY

B.A. in Computer Science | Minors: Physics and Mathematics | Honors: Phi Beta Kappa, *magna cum laude* (GPA 3.78)