

Jetun Patel

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Software Engineer

Tech-savvy professional with three years of experience in leading all aspects of the software development lifecycle, including designing, testing, deploying, and maintaining web/cloud applications from initial concept to delivery.

Known for reducing operational load, optimizing infrastructure as well as developing and maintaining complex full-stack software solutions. Capable of building top-notch workflow integrations and identifying security risks by deploying automation in collaboration with cross-functional teams. Excels in providing DevOps support to customers and offering high-quality software solutions by leveraging the latest tools/technologies. Instrumental in developing systems, establishing data visualizations, and assessing business requirements to ensure great customer experience.

TECHNICAL PROFICIENCIES

Programming Languages:	Python, JavaScript, TypeScript, C++, Java, CSS3, HTML5, SQL, Bash, JSON, XML, PHP.
Web Technologies:	Docker, React.js, Redux, MaterialUI, Vue.js, Node.js, Express.js, Laravel, jest, Mocha, Cypress, Selenium, Spring, REST APIs, jQuery, Apache Server, SASS.
Databases:	MySQL, DynamoDB, MongoDB, PostgreSQL, MS SQL Server.
Version Control & CI/CD Tools:	GIT (GitHub), AWS CodeCommit, Jenkins
Search Engines:	AWS OpenSearch (ElasticSearch)
Software Applications:	Tableau, Power BI, Google Analytics, SaaS (Mainly Salesforce), MySQL Workbench
AWS:	CloudFront, S3, EC2(ASG), ELB, Step Function, Kinesis, Lambda, CloudFormation, SQS, SNS, IAM, API GW, Elastic Beanstalk, AWS Aurora/ RDS.
Build Tools:	Brazil, Ant, Maven, Gulp, WebPack.
Others:	SDLC, Agile, Linux, Debugging.

PROFESSIONAL EXPERIENCE

Software Development Engineer I

September 2021 – March 2023

Amazon Web Services, Inc. (CloudFront), Vancouver, BC, Canada

Developed, tested, and maintained multiple services across CloudFront Control Plane, including Console, Customer Fronting Web APIs, Datastore, Change Propagation, and Log Provider systems. Defined scope of products and delivery time, as well as evaluated customer operational/business needs and potential issues to provide better customer experience by partnering with product managers.

- Attained 55% fast processing and saved \$30M by developing a fault-tolerant Off-Box-Logging system written in C++ for performance and processing real-time usage data from cache hosts.
- Improved AWS CloudFront console navigation experience by devising and executing new UI components using React, Redux, and PolarisUI, resulting in reducing average page load times for users by 20%.
- Optimized operator experience by establishing a graphical all-in-one-place web page via leveraging Java, Spring, JSP, and jQuery for reducing customer issues reported from various services.
- Decreased Sev2/Sev3 operational load by 25-30% for each shift via maintaining developed services, CI/CD pipelines, software patching, and offering dev-ops support to customers as part of rotation-based on-call shifts.
- Boosted customer engagement by 15% through working on CloudFront console and control API changes accommodating services with new projects, including changing UI, adding new functionalities, and resolving issues for the Blue/Green project launched this year.
- Developed and implemented TypeScript-based automation for pipeline orchestration, service health checks, and integration tests leveraging AWS services, resulting in streamlined deployments, a 20% reduction in downtime, improved system reliability by 25% enhanced infrastructure stability, and accelerated feature delivery by 20%.
- Transformed infrastructure management with Python scripts & CloudFormation, reducing spin-up delays & boosting efficiency. Sped up Software Development by 30%, raised satisfaction, and helped drive revenue growth.

Data Analyst

September 2020 – September 2021

Toyota Motor Manufacturing Canada, Inc., Cambridge, ON, Canada

Led portfolio of multiple supplier parts for vehicle modules, including devising key performance indicators (KPIs), conducting root cause analysis, and building custom analytical visualizations to recognize improvement opportunities using Tableau. Delivered KPI reports to senior management and leveraged advanced Excel functions to communicate trends/insights in supply chain performance.

- Enhanced and created visualizations by leveraging SQL/BI tools regarding supplies and demand of various parts.
- Drove 45% improvements in faulty delivery parts from suppliers by implementing corrective measures based on identification, assessment, and trends interpretation.
- Grew overall efficiency of part ordering and delivery by 20% by identifying opportunities for process improvement.
- Utilized Tableau dashboards to monitor supplier performance metrics, including on-time delivery rate and quality control measures, resulting in a 15% reduction in defective parts received.

Data Analyst Intern

December 2018 – May 2019

Digital Insights, India

Deployed and evaluated low-to-high complexity data visualizations, reports, as well as dashboards via leveraging Tableau/Excel to meet stakeholders' needs. Analyzed and used data by designing a data analytics dashboard for business.

- Increased statistical efficiency and data quality by devising data collection systems, as well as strategies.
- Built a suite of interactive Tableau dashboards to track website traffic patterns, resulting in a 35% reduction in page load times and a 20% increase in user engagement metrics.
- Secured \$5M in potential revenue opportunities through targeted sales campaigns as well as performing data cleaning and analysis on customer purchase data,
- Established automated Excel workflow templates to sustain monthly financial reporting processes, resulting in minimizing report preparation time by 50%.

Web Development Intern

October 2017 – February 2018

Radix Corp, India

Established single-page accessible applications using React.js based on client-side performance requirements and UI/UX best practices, encompassing the backend through executing Express.js and node.js. Developed websites by leveraging WordPress page templates related to user needs and utilizing theme designs with actions, hooks, and custom post types.

- Boosted target audience engagement by 10% by formulating web applications via implementing JavaScript frameworks React.js, Next.js, and Node.js. Decreased 20-25% backlog of JIRA tickets by reducing bugs and assessing root causes with documented logs.
- Collaborated with cross-functional teams to design and implement scalable TypeScript solutions for integration testing, contributing to improved code quality and accelerating feature delivery by 20%.
- Assessed website needs as well as designed custom WordPress page templates with actions, hooks, custom post types, and filters, resulting in a 15% improvement in website load time.

EDUCATION

Master of Engineering in Electrical and Computer Engineering | University of Windsor, ON

Bachelor of Engineering in Electronics and Communication Engineering | Gujarat Technological University, IN

LICENSES & CERTIFICATIONS

AWS Cloud Practitioner Certificate | AWS Solutions Architect Certificate (in progress)