

Eric Ling

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Skills

- Java | JavaScript | TypeScript | Python | PHP | Swift | C | Lua | PowerShell | SQL | NoSQL
- Node | Express | React | Ext JS | Laravel | Spring | jQuery | Git
- IAM | KMS | Kerberos | LDAP | OAuth | AuthN | AuthZ | PKI | Active Directory | mTLS | Certificate-Based Auth
- AWS | Cloud Computing | Serverless | Microservices | Distributed Systems | Cell-Based Architecture

Experience

Senior Software Engineer (SDE III) **Amazon Web Services** *Seattle, WA* **09/2023 - Current**

- Coordinated new initiatives, estimations and prioritization for roadmap projects and timelines for multiple teams..
- Facilitated the growth of junior engineers across teams through direct mentorship or initiatives to spread both non-technical and technical knowledge such as breaking changes, security and availability best practices.
- Delivered latency reductions up to 90% across multiple AWS services and reduced service operational pain by 100% through implementing a series of optimizations within a single service.
- Designed the data model for a new AWS service, providing a consistent interface for managing and translating the default and customizable Active Directory schema.
- Oversaw a dataplane fleet of 600K+ EC2 instances across all 30+ AWS regions, evaluating design and code changes to ensure scalability, availability, best-practices and avoiding breaking changes or one-way door decisions.

Software Development Engineer (SDE II) **Amazon Web Services** *Seattle, WA* **06/2020 - 09/2023**

- Implemented and drove the delivery of a customer-committed feature to support client certificate based authentication for AWS Directory Service. Unblocking high-value customers to adopt multiple AWS Services.
- Designed and developed a new automated testing platform to automatically orchestrate the complex test resource creation across various services and features to improve the CI/CD process and test coverage. Resulting in 40+ hours of dev savings per region build and continued maintenance and prevented numerous defects from being shipped.
- Developed custom operational and greasemonkey scripts to improve developer and operational maintenance efficiencies, reducing average workflows per oncall by a few hours across multiple teams, resulting in 400+ dev hours saved per year across the org.

Lead Implementation Consultant **FAST Enterprises** *Atlanta, GA* **05/2019 - 06/2020**

- Oversaw the design and dev team of 5 engineers to overhaul and modernize client's internal and public facing web apps.
- Orchestrated the requirement-gathering and solution proposals across various teams and organizations over a period of 3 months+, resulting in the selection of the consulting company's preferred solution for the project.

Implementation Consultant **FAST Enterprises** *Multiple Locations* **04/2017 - 05/2019**

- Devised solutions to streamline processes for clients by identifying inefficiencies and providing channels to optimize them.
- Redesigned and lowered response times by up to 33% for Washington State's driver and plate search system, providing dozens of query-able fields against 7+ million drivers and 30+ million vehicles.

Software Engineer Intern **J.P Morgan Chase** *Newark, DE* **06/2016 - 08/2016**

- Implemented a full-stack web application within 10 weeks on a team of 5 interns to support new business processes; achieving 1st place out of 10 intern teams for the product delivered and business unit knowledge.

Education

B.S. - Computer Science **Temple University** *Philadelphia, PA, USA* **09/2013 - 12/2016**

Projects

- **People of Gaming** - Founded an online gaming community with over 15K members and 100 DAU. Developed a top 5 custom game server out of over 5,000 servers. Implemented a custom web application to integrate Paypal APIs to deliver in-game services. **(2014 - 2018)**
- **LingerCP** - Developed a custom home automation software, controlling lighting and sound using Raspberry Pi and Philips Hue **(2016)**