

Miles Phan

kilometersfan@gmail.com | +1 818-599-5809

[github](#) | [linkedin](#) | [website](#)

SKILLS

Programming Languages Java | Typescript | Python | Scala | SQL | JavaScript
Technologies AWS DDB/ECS/SQS/CW/Lambda/AppConfig/Kinesis | Spring | Django | Flask |
ProtoBuf | Docker | Git | React | Node | Conda | Pandas | Jira

WORK EXPERIENCE

Amazon.com **April 2024 - Present**

Software Development Engineer II Seattle, WA

- Developed a graceful degradation system for Amazon's new AI shopping assistant Rufus, which handles millions of requests per day, to reduce service strain by up to 95% during overwhelming traffic periods using AWS AppConfig, Java, Spring, and ProtoBuf.
- Migrated Rufus' monitoring constructs from manual-creation to AWS CDK, which facilitated desktop and international expansions and increased maintainability and reusability.
- Empowered other developers by mentoring 4 junior engineers, driving process improvements, leading sprint meetings, and writing knowledge sharing documentation.

Amazon.com **Aug 2021 - April 2024**

Software Development Engineer I Seattle, WA

- Designed a data ingestion pipeline using Scala and AWS Kinesis to render upcoming deals for tens of millions of customers on the Amazon mobile app.
- Built scheduling and A/B testing features in an Alexa marketing campaign platform using AWS SQS/CW and Typescript, leading to a 10X increase in customers reached and 8X increase in purchases.
- Launched over 20 domestic and international Alexa marketing campaigns, working closely with PMs and BIEs to deliver delightful experiences, resulting in over 3 million new MAU.
- Drove an org-wide cost saving initiative, generating in \$475K annual savings.

NASA Jet Propulsion Laboratory **Feb 2020 - May 2021**

Software Development Intern Pasadena, CA

- Rebuilt the JPL Education Portal, using Python, Django, and React, to modernize the tech stack.
- Shipped a work-on-campus approval application, which was created for and during the COVID-19 pandemic.

Pepperdine University **May 2018 - Aug 2019**

Application Development Intern Malibu, CA

- Updated network emergency response software, reducing emergency response time by 75%
- Created an Out of Office scheduling application using Javascript and Google Calendar that consolidated and standardized team calendars.

PERSONAL PROJECTS

Clip N Ship **Aug 2020 - Aug 2021**

Full Stack Developer Los Angeles, CA

- Independently wrote an open-source desktop application using Python, Javascript, and HTML/CSS that parses Twitch VODs and automatically generates video clips from the VOD chat (based on user-defined groups of emojis) in minutes.
- Developed a machine learning model that automatically categorizes moments in a Twitch VOD based on the chat using TFIDF.

USC Capstone Project **Jan 2021 - May 2021**

Backend Developer Los Angeles, CA

- Collaborated with a team of prospective engineers to refactor the data store implementation and add an Elasticsearch storage option in the JPL Sparkler web crawler using Scala.

EDUCATION

University of Southern California **Jan 2018 - June 2021**

Bachelor's of Science - Computer Engineering/Computer Science 3.86 GPA