

# Adam Ball

adam@adamball.org

## CAREER SUMMARY

I bring a passionate, customer-centric mindset to the world of software development by utilizing a strong foundation of IT education and six years of battle-tested operational excellence. Strongly focused on agile practices and test driven development, I thrive on the opportunity to design and implement stable, scalable software solutions and delight customers in the process.

## EXPERIENCE

### **Amazon.com, Inc.**

#### **Software Development Engineer    Sep 2016 - May 2018**

Software developer within Amazon.com's world-class order fulfillment business, bringing super low latency answers to some of the most complex order and delivery questions.

- Dramatically improved metrics production within core customer-facing Amazon services. Designed and delivered metrics harvesting libraries and data pipelines, reducing cost and operational burden over the replaced legacy solution.
- Eliminated critical dependency risk for Amazon warehouse configuration storage system through migration away from deprecated legacy data store.
- Increased accuracy of fulfillment simulation software through the refactoring of shipping box assignment API calls.

### **Intel Corporation**

#### **Software Engineer    Mar 2014 - Sep 2016**

Software developer within a small, agile group enabling accurate inventory and internal re-use of all of Intel's manufacturing tools.

- Generated valuable insights for the overall re-use of manufacturing tools for Intel world-wide by implementing robust reporting functionality within production tool inventory system.
- Worked directly with engineers and re-use managers to improve existing inventory system, expanding functionality and improving reliability.

#### **Automation Engineer    Jun 2011 - Mar 2014**

Provided front-line automation and engineering support for all Intel manufacturing facilities.

- Worked on multiple software projects including migrating a ticket generation system away from legacy dependencies.
- Consistently rated highly in both operational skill and customer satisfaction overall.

### **HostDime.com**

#### **Support Manager    Jan 2011 - Jun 2011**

#### **Support Supervisor    Dec 2009 - Jan 2011**

#### **Server Analyst    May 2008 - Dec 2009**

Oversaw support operations for HostDime.com's world-wide customer base. Aided in server troubleshooting, account migration, as well as handling sensitive customer service escalations.

- Successfully stabilized server farm for VIP client through the implementation and use of monitoring scripts.

## LANGUAGES AND PLATFORMS

Most recently I have worked heavily in **Java** using a variety of **AWS** products including **S3**, **SQS**, **Lambda**, and **Redshift**. In previous roles I have worked in **C#**, **JavaScript** (both client-side and server-side), **TypeScript**, and **Ruby**. In my personal time, I have been exploring **Clojure** and other LISP dialects. I have also been working with **Linux** for over ten years and am comfortable automating tasks using **Shell Scripting**.

## EDUCATION

Information Technology, B.S.  
*University of Central Florida, 2009*