

JD Hoglan

Software Engineer | Full Stack; Backend; Data Platforms

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WORK EXPERIENCE

Software Engineer

May 2018 – July 2022

Google LLC, San Francisco Bay Area, CA

- Engineered an automated system to streamline full-stack web-app creation and deployment, collaborating across internal teams; delivering a solution that saved smaller teams hundreds of engineering hours launching new applications using Angular, Java, and Python
- Developed and maintained an Angular and Java based web-app used by customer support agents to track time usage statistics, place and receive phone calls, messages, and emails. Used to provide customer support for Google products, maintaining high levels of customer and agent satisfaction.
- Identified critical system constraints slowing development, obtained leadership buy-in, and directed the redesign and migration of said core to achieve an enhanced developer experience, feature opportunities, and streamlined project maintenance.
- Engineer on a multi-team initiative to migrate a legacy low-code application builder from sunset infrastructure to an updated best-practice stack for internal applications, while also improving the core user experience to be in line with modern application building.
- Lead a cross-functional project to design a system for reporting the availability of support agents to partner services, expanding an existing system from supporting one communication channel, voice, to also include chat sessions, email, and beyond.
- Acted as an instructor for internal courses introducing developers to best practices for full-stack internal web-apps. Led multi-day sessions as an instructor for 8-12 person workshop sessions, and enhanced teaching resources used by all instructors.

Data Engineer

June 2016 – May 2018

First Orion, Little Rock, AR

- Designed high-performance data pipelines utilizing Apache Spark for telecom carriers, processing tens of thousands of calls per second, driving T-Mobile's Scam-ID to automatically detect and label suspicious callers, improving end-user security.
- Developed and deployed a real-time Apache Spark Streaming ETL pipeline, processing data from 8 million First Orion application users; facilitated detailed data analysis, increasing insight accuracy by 30%.
- Designed and deployed a high-efficiency system to transfer a legacy MySQL datastore to a No-SQL platform, leading to a substantial 10x acceleration in read/write transactions and improved overall system responsiveness.
- Lead engineer on a platform used to ingest business name data, formatting long-form names to fit within the constraints of the 15-character caller-id specification used by telecom carriers.

EDUCATION

Hendrix College, Conway, AR

Bachelor of Arts — Computer Science

SKILLS & OTHER

Languages: Java, Python, Scala, Dart, Typescript / Javascript, HTML/CSS/SCSS

Tools and Frameworks: React, Angular, Apache Spark, SQL & NoSQL, AWS, GCP