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 with Angular, Java, and Python to streamline full-stack web-app creation and deployment, collaborating across several internal teams; delivering a solution that saved smaller teams hundreds of engineering hours launching new applications.
- 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 constraints slowing team development, obtained leadership buy-in, and directed the redesign of core technical debt to achieve an enhanced developer experience, feature opportunities, and streamlined project maintenance. This effort resulted in the migration of thousands of lines of code.
- Engineer on a multi-team initiative to migrate a legacy low-code application builder from abandoned 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 through messaging queues, expanding an existing system from supporting one communication channel - voice - to 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%.
- 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.
- 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.

EDUCATION

Hendrix College, Conway, AR August 2012 – May 2016

Bachelor of Arts — Computer Science

SKILLS & OTHER

Languages: Java, Python, Scala, Dart, Typescript, Javascript, HTML/CSS/SCSS
Tools and Frameworks: React, Angular, Spring Boot, Spark, Postgres, SQL, NoSQL, AWS, GCP