

# Josh Palmer

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## Experience

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### Software Development Engineer II, *Amazon.com, Inc.* 2022 - Present

- Responsible for calculating royalties for ad-supported and rental/purchase content on Prime Video.
- Developed a CLI tool and a web UI for automating and managing royalty configurations for video content. Reduced manual error rate by over 90% and cut configuration request turnaround times by over 95%. Enabled business stakeholders to independently configure royalties, reducing the need for technical support.
- Eliminated the need for manual report generation by leading a critical initiative to overhaul earnings reports.
- Led a development work stream in the launch of a new portal for content partners, ensuring accurate title status updates throughout the lifecycle. Successfully coordinated with multiple teams to define new APIs and resolve architectural issues. Implemented and executed a backfill strategy, migrating over 2 million titles to the new system to ensure their availability at launch.
- Identified cost cutting opportunities in our team's AWS resources, saving over \$10,000 per month.
- Identified several key business components which were created manually in AWS, migrated them to CloudFormation, and created automated deployment pipelines for them.

### Tech Lead, *Citrix Systems, Inc.* 2016 - 2022

- Optimized the customer provisioning service, achieving a 30x increase in throughput and improving test coverage by 60%.
- Led the development and implementation of disaster recovery processes, reducing recovery times from a multi-day effort to less than a day.
- Designed and implemented workflows for migrating customers to new regions with zero downtime for end users.
- Led the development and implementation of end-to-end, always-on session launch tests, allowing us to detect and respond to outages before SLA is affected.
- Developed an ACL store and API library, streamlining the way internal services manage access control and evaluate client permissions on their endpoints.
- Managed large-scale migration projects to enhance system resilience and compliance. Expanded services to support operations across multiple cloud platforms.
- Directed efforts to meet critical compliance standards, including FedRAMP, SOC2, and EU data regulations.

## Education

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### Bachelor of Science in Computer Science 2016

Florida Atlantic University

## Technical Skills

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**Languages:** Python, Java, C#, Javascript, SQL, Bash, Powershell  
**Software and Frameworks:** ASP.NET Core, Terraform, Kubernetes, Buck/Bazel  
**Cloud Platforms:** AWS, Azure, GCP