

# CONOR RAFFERTY

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## EXPERIENCE

### Salesforce.com

Software Engineer – MTS

July 2021 - present

San Francisco, CA

- Restructured our team's log pipeline and Splunk instances according to program requirements to enable deploying them in an air-gapped AWS environment

### Salesforce.com, Monitoring Cloud

Associate Software Engineer – AMTS

July 2020 - July 2021

San Francisco, CA

- Overhauled customer onboarding process for Cipher, an internal product for extracting metrics from logs. Wrote all customer-facing documentation and reduced lead time to onboard customers from two weeks to one hour by moving customer configuration files to AWS S3. Doubled the customer base in 8 months
- Migrated Cipher from outdated 1st party infrastructure to an AWS EKS cluster deployed across 75 EC2 instances, mitigating capacity and budget constraints and greatly improving data completeness and customer experience; Cipher now processes 100 million logs per hour at 99.99% data completeness
- Handled on-call, development, and operations duties for Salesforce's Kafka- and S3-based log pipelines and Splunk instances, which are deployed across >1400 machines and process and store >2 PB of logs weekly

### Salesforce.com, Marketing Cloud

Software Engineering Intern

May 2019 - August 2019

Indianapolis, IN

- Implemented automated test coverage reporting to team's project management system as part of the build process, leading to increased emphasis on writing unit tests and higher code coverage across the team's apps
- Built a standalone Node.js app to route logs from the team's apps to a Splunk instance and used those logs to create dashboards and alerts, allowing for easy monitoring of the health and status of the team's services, decreasing response time to incidents, and saving developer time when investigating errors in production
- Automated previously manual input steps in the team's Jenkins build process, eliminating ~10 minutes of idle developer time each time a code change is checked in

### Fidelity Investments

Software Engineering Intern

May 2018 – August 2018

Smithfield, RI

- Created an internal website for employees to schedule job shadowing meetings across company divisions, used by both Sales and Technology staff to increase cooperation and communication across the business
- Added new features to internal applications for managing the company's Customer Relationship Management system, allowing administrators to manage and control permissions at a more granular level

## EDUCATION

### University of Michigan

B.S. Computer Science '20, with Honors

September 2016 – May 2020

Ann Arbor, MI

- GPA: 3.8
- Minor in Business, Ross School of Business

## SELECTED COURSEWORK

- Data Structures and Algorithms
- Operating Systems
- Computer Organization
- Web Systems
- Computer Security
- User Interface Design

## SKILLS

- Proficient in: C++, Python, Java, HTML/CSS/JavaScript
- Other skills: Splunk, Git, AWS, Docker, Heroku, Kafka, Kubernetes, Jenkins, Spinnaker, Terraform, scripting, technical writing, public speaking
- Familiar with: C, C#, SQL, Assembly