

# Avritt Rohwer

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## In my work, I strive to:

- Intentionally define success metrics in project proposals.
- Achieve impact with small, iterative deliverables.
- Implement simple solutions that are easy to understand and maintain.
- Treat documentation as a first-class engineering artifact.

## Experience

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### Software Engineer

September 2019 - current

*Google Kubernetes Engine, Seattle WA*

- Owned end-to-end delivery of reliability-focused projects.
- Implemented SLOs and alerts to automatically detect degradation in system performance.
- Delivered SQL-powered debug dashboards synthesizing multiple data sources to 1) track existing known issues and 2) enable impact and root-cause analysis of unknown issues.
- Led incident responses: assessed impact, prioritized mitigation, and assisted owners in identifying the root-cause.
- Investigated external customer issues and worked with support engineers to clearly communicate the issue and potential fixes.
- Led internal team retrospectives: facilitated discussion to explore process improvements. Owned proposal and delivery of improvements.
- Proposed and owned toil-reduction of inter-team processes. Worked with stakeholders from both teams to ensure shared success.

### IS Intern

May 2018 - January 2019

*Warner Norcross + Judd LLP, Grand Rapids MI*

- Prototyped and developed an internal web application that streamlined the sales pipeline.
- Integrated the sales pipeline into existing legacy services and workflows.

### Helpdesk Intern

September 2016 - December 2017

*REMC 1, Houghton MI*

- Provided technical help-desk services by phone, email, online chat, and occasionally directly on-site to dozens of school districts.
- Packaged and deployed software to thousands of computers.

### Shift Manager, Barista

June 2014 - August 2016

*Biggby Coffee, Grand Rapids MI*

- Provided valued customer service.
- Quickly advanced to a shift manager after only a few months of work.

## Education

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### BS, Computer Science; minor, Mathematical Sciences

September 2016 - May 2019

*Michigan Technological University, Houghton MI*

- GPA: 3.20.
- Awarded a Certificate of Merit for Outstanding Academic Achievement in *Introduction to Coding Theory*.