

# Austin Brown

New York, NY

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## PROFESSIONAL EXPERIENCE

### **Klaviyo | Remote** - *Senior Software Engineer*

April 2021 - present

- Currently a member of the New Products team, which is an incubator within Klaviyo that targets new verticals with products built in-house
- Products that I have helped launch:
  - [Klaviyo Reviews](#) - founding team member, built most of the early backend system, drove execution of many feature requests that were rolled out after our closed beta (internationalization of widgets, exposing APIs for developers, custom CSS). Served as technical product owner (TPO) and drove BFCM preparation efforts
  - [Klaviyo Customer Hub](#) - joined to help get the team ready for a beta release. Served as a consultant for expected load and scale, as well as interactions with other core Klaviyo systems. Helped set up critical infrastructure needed for the beta release
  - [Klaviyo Helpdesk](#) - my current team. Customer hub and inbox were launched as a beta together, and I transitioned to Inbox after the beta release. I am currently working on table-stakes features to grow Klaviyo Inbox into a helpdesk product that can compete with Zendesk, Intercom, and others.

### **Sailthru | New York, NY** - *Software Engineer*

March 2019 - April 2021

- Worked on the Email Composer team building features for Sailthru's WYSIWYG email template editor, increasing email conversion by 75% in 2020
- Bootstrapped new services and migrated existing ones to EKS, utilizing CircleCI, Drone, Docker, and Terraform
- Built new CRUD pages and instrumented UI elements in React to support Sailthru's implementation of RBAC

### **American Express | New York, NY** - *Frontend Engineer*

August 2017 - February 2019

- Worked on a customer - facing lending application, building out a completely new self-service portal for customers
- Built new apps using AmEx's in - house micro frontends solution and associated shared component library
- Helped train a newly formed team of Angular developers to work in React

## EDUCATION

**The University of Florida | Gainesville, FL** - *Bachelor of Science in Mathematics* - July 2013 to April 2017

## SKILLS

- Advanced proficiency in Javascript: React, Typescript, Redux, Node/Express, NestJS
- Proficiency in Python: Django, Flask
- Proficiency in Java: Spring Boot, Dropwizard, Gradle, Maven
- Experienced with SQL and NoSQL databases: MySQL, Postgres, Mongo, DynamoDB
- Experienced with infrastructure-as-code and devops: Docker, Kubernetes, Terraform, EKS, Jenkins, CircleCI