

Eric Goetz, Software Developer

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Apr 2005 - Oct 2005 Manager, Third Party Payments, Amazon.com

I hired and built a support team from scratch to manage Amazon's custom built third party payments software, which processed transactions accounting for 1/3 of Amazon's world-wide business (by revenue and number of transactions). I also served as the engineering lead for the team, providing technical leadership for the system.

This 6 FTE team was responsible keeping the service within very strict SLA tolerances by providing 24x7 support, troubleshooting emergent issues in an extremely complex production environment. Prior to forming this team, the system was known for being very unreliable. Under my guidance, the team implemented performance, reliability, and automated monitoring and automated-recovery enhancements, which resulted in greatly improved the reliability of the system.

Immediately after the hurricane Katrina disaster, my team extended our system to launch a donations page, which allowed Amazon customers to donate over \$12.5 million to the American Red Cross to assist with disaster relief.

June 2004 - 2005 Software Development Engineer, Ordering Performance, Amazon.com

I implemented and extended tools, systems and production code to provide real-time telemetry data to assist Amazon's Ordering team with monitoring, troubleshooting and measuring the performance and reliability of Amazon's most mission critical systems. Technologies used included C++, Perl, Oracle, MySQL, HTML, Linux, Tibco/RVD, and pubsub.

Worked with centralized performance team to tune seasonal predictive algorithms that were used to determine if different parameters (e.g. order-rate on the website, latency for a downstream remote service call) were within "normal" ranges.

November 2002 - April, 2004 Manager, Promotions, Amazon.com

I managed the Promotions department at Amazon.com, which was responsible for feature development and software that computes promotional discounts for all orders placed on every e-commerce site managed by Amazon.

I supervised a team of seven developers with a wide range of experience levels, helping to resolve conflict, assisting with their professional growth, keeping the top performers challenged and managing the under-performers out of the company. I conducted phone screens, and interviews, and participated in campus recruiting events.

Worked with numerous business teams across the company to prioritize their competing feature requests in a way that would provide maximum value to the business in a timely manner, and prevent new requests from randomizing the development team.

Under my management, the team delivered many mission-critical enhancements including a standalone Promotions Service, a Promotions Management Service API, enabling such features as Merchant Promotions, Toys R Us Big Book promotions, the Amazon.com visa promotion, the A9 promotion, among countless others.

2001 - 2002 Software Development Engineer, Promotions, Amazon.com

I extended Amazon's data-driven, rules-based promotions C++ library to support several free-shipping initiatives, including Super Saver Shipping.

Implemented the online caching code behind Amazon's Buy X Get Y feature.

Lead the team that developed promotions enhancements for the Target.com launch.

1998-2001 Software Development Engineer, Content Tools, Amazon.com

Wrote the web-based GUI and much of the database layer for an XML-based content-management tool that became Amazon's primary content-management system for the website from 1999 through 2004 and is still in use today. The system was implemented in object-oriented Perl and included Oracle and Apache/modperl and make components.

Implemented the gateway that interfaces with the third-party fulfiller for Amazon.com's software downloads store.

1997-1998 Software Development Engineer, Northwest Net / Verio

Designed and implemented data-driven bulk email system for Verio's email list service product. System was implemented using Solaris, OO Perl and Oracle.

Performance-tested various third-party mail transfer agents, for speed, reliability and resource utilization.

1997 Mailing List Services Lead, Northwest Net

Lead the team of support engineers that provided large email list management services to high-profile clients such as Microsoft. Developed email list-management software using Perl and emacs lisp in order to facilitate list management and subscriber-support, thereby tripling productivity of the list management team.

1996-1997 Tech support engineer, Northwest Net

Provided first-line support for T3, T1 and frame-relay customers such as Microsoft, Boeing, Starwave, troubleshooting a range of issues including DNS, BGP routing, circuit connectivity, and sendmail.

Audio/Music/Media Experience

I have been a semi-professional keyboardist for 5 years and have studied music my whole life. I have co-produced 5 CD's. I have composed and recorded scores for 2 different movies. I have written dozens of songs. I am intimately familiar with all aspects of audio production and am an expert at ProTools, Logic, DP, Sibelius, Finale, Audition, and Auricle, amount many others. I strive for the absolute highest production values in all of my work.

Languages / technologies

C++, Perl, SmallTalk, Lisp, Ruby, Pascal shell scripting, SQL query tuning, HTML/CSS, XML, JavaScript, Pubsub, Apache, modperl, Oracle, MySQL, Linux, Windows, OS X

Education

B.A. in Music, Minor in Computer Science, Western Washington University, 1996.