# Jibben Hillen

jibbenh@gmail.com • +1 (413) 230-0197 • http://www.jibbenhillen.com/

## EXPERIENCE

**CUE**, San Francisco, CA                                               *Jul 2019 – Sep 2020*

Backend Lead, Senior Software Engineer

Cue, a Series-A startup backed by Index Ventures and Khosla Ventures, aims to reinvent the mobile calendar.

- Led backend team in technical decisions, system design, and engineering priorities
- Synthesized high-level product direction into manageable technical projects and roadmaps
- Coordinated planning and end-to-end implementation of new features with iOS engineers, such as:
  - Platform to create, share, discover, and join public calendars for interests and communities
  - Fully featured in-app chat system, including group chats, read states, reactions, and multimedia messages
- Personally sourced, screened, and interviewed dozens of candidates, resulting in several hires
- Onboarded and mentored all incoming backend engineers, enabling quick ramp-up times
- Orchestrated all DevOps: e.g. monitoring with Prometheus, container builds, Kubernetes deployments
- Managed existing and designed new Golang backend architecture and infrastructure, including:
  - Large-scale real-time distributed client-server syncing infrastructure with streaming gRPC
  - API integrations and data pipelines to aggregate event content across wide variety of sources
  - Asynchronous work system with scheduling capabilities and completion guarantees
  - Google Calendar integration supporting real-time push and pull syncs of calendar data
  - Two-way SMS-relayed group chats through Twilio as a user growth lever

**GOOGLE**, San Francisco, CA                                            *Jul 2017 – Jul 2019*

Software Engineer, Tailor                                                *Jun 2018 – Jul 2019*

Tailor, a startup within Google's internal accelerator, Area 120, connected users with fashion stylists and increased the efficiency of stylist-user connections with machine learning and clever technology.

- Spearheaded automatic content generation, increasing purchases and revenue by 25% at zero marginal cost
  - Created several batch pipelines to mine user tastes and recommend matching products
  - Constructed infrastructure to gracefully decouple creation and delivery of automated content, allowing for many sources to cleanly push to several destinations without repetition
- Designed and implemented framework to generate content for users in reaction to in-app actions. Initial use-case, suggesting items based on sign-up flow, increased first-week messages by 32% and first-week purchases by 12%
- Set up experiment configurations and performed statistical analysis on results across projects, driving strategic decision making and opportunity planning
- Gained C++ readability approval permissions faster than 90% of Googlers, despite having no prior experience

Software Engineer, Android Battery Health                                *Jul 2017 – Jun 2018*

- Created automatic triaging system for Android battery bugs, allowing dogfood users to better self-diagnose problems and saving hundreds of engineering hours
- Developed cluster analysis of battery metrics, identifying issues with new Android releases

**SQUARESPACE**, New York, NY                                            *May 2016 – Dec 2016*

Engineering Intern, Machine Learning Team

- Utilized deep learning and other ML techniques to create semantic and visual website search engine for internal use, enabling better discovery for design, advertising, customer service, and more

## EDUCATION

**COLUMBIA UNIVERSITY**, School of Engineering and Applied Science, New York, NY         *May 2017*

Bachelor of Science, Computer Science

- Minor in Operations Research
- **GPA**: 3.83 / 4, Dean's List

*Selected coursework*: NLP, Statistical ML, Deep Learning for Computer Vision, Information Retrieval

## SKILLS

- Go, C++, C, Python, SQL, Pandas, Numpy, R, Bash, git, LaTeX, *excels at learning new languages*
- gRPC, protobuf, Docker, Kubernetes, Redis, postgres, MySQL, NoSQL, GCP, Tensorflow, pub-sub
- System Design, DBs, Batch Processing, Machine Learning, Feature Planning, Intelligent Systems