

Adrian Bao

Software Engineer

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WORK EXPERIENCE

State Farm — Lead Software Engineer

November 2022 - July 2025 | Tempe, AZ

- Drove the migrations of three applications to AWS in collaboration with seven teams, by designing and executing the phased rollout, failover/rollback strategies, and proactive monitoring tools resulting in a 99.97% availability rate post-migration
- Developed a bot mitigation blueprint in AWS for Angular-based SPAs providing ML-based detection and mitigation for malicious traffic, now standardized across the organization's frontend platforms
- Built a serverless report aggregation service in AWS to improve visibility into test failures and performance, enabling data-driven enhancements to the team's test suite
- Deployed a virtualization service using Kubernetes that was leveraged to reduce strain on downstream calls to high-latency endpoints across seven test environments
- Created and presented a BDD-focused innovation leveraging AWS CloudWatch Synthetics to auto-generate test scripts and no-code setup to validate key scenarios in the Auto Policy Shopping flow

Amazon — Software Development Engineer I and II

February 2021 - November 2022 | Tempe, AZ

- Managed over five Tier 2/3 globally-scaled services supporting high volume seller-facing platforms such as Seller Forums, News, Polling and Mobile
- Collaborated with cross-functional teams to rearchitect Amazon Seller Forums, transitioning from 3rd party Discourse to an in-house microservice architecture
- Architected an admin configuration microservice for Seller Forums using AWS AppConfig to enable controlled feature rollouts and rollbacks in failure scenarios
- Designed an image processing microservice for Seller Forums with upload handling, lifecycle management, and ML-based moderation via AWS Rekognition
- Implemented an Elasticsearch-based moderation tool for Seller Forums that replaced manual searches with rule-based scans to auto-generate cases in the internal CMS
- Built a self-service newsletter automation system that automated content search and template generation, reducing manual effort and cutting creation time by ~80%

Amazon — Software Development Engineer Intern

May 2020 - August 2020 | Tempe, AZ

- Developed a serverless CMS for Amazon Seller Central to audit published content and serve as an andon-cord mechanism, thereby improving mean-time-to-resolution (MTTR) for content or publishing errors

CyVerse — Software Engineering Intern

January 2019 - May 2020 | August 2020 - December 2020 | Tucson, AZ

- Developed dockerized deployments of the CyVerse User Portal and Keycloak Authentication service using Ansible
- Created a Slack bot that automated repetitive tasks like URL shortening, significantly reducing toil and boosting productivity for the UX team
- Supported customers via Intercom to troubleshoot technical issues with their workflow containers deployed in our OpenStack clusters

SKILLS

AWS Proficiency

Cloud Native Services (Docker, Kubernetes, Prometheus)

API Development (REST, gRPC, Microservices, Spring Boot)

Web Development (React, Angular, NodeJS, JSON)

Database Management (NoSQL, SQL, Postgres, DynamoDB, RDS)

Infrastructure Management (Terraform, Ansible, CDK, CFN)

CI/CD (Jenkins, ArgoCD, Gitlab CI, Github Actions)

Project Development (Git, Agile, CoPilot, On call)

LANGUAGES

Java | Python | Go | Typescript

English | Spanish

CERTIFICATES & AWARDS

2025 | AWS Certified Cloud Practitioner (CLF-C02)

2022 | SPCE Coaching Award at Amazon voted on by my peers for mentorship efforts

2020 | Outstanding Senior Award at University of Arizona

2020 | 2nd Place at HackArizona for an Alexa-based travel assistant

EDUCATION

2018 - 2020 | B.S. Computer Science - University of Arizona, Magna Cum Laude

2015 - 2018 | Associate of Science - Pima Community College