

Joseph Hitchcock

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San Jose, CA 95125

Rensselaer Polytechnic Institute

📍 Troy, NY

Major Computer Science

📅 December 2016

Mathematics of Computation

🎓 3.75 GPA

Minor Human-Computer Interaction

🏆 Club Soccer

Information Technology & Web Science

👥 Pi Lambda Phi

IBM

📍 San Jose, CA

Software Engineer, IBM Cloud

📅 September 2017 - November 2018

Learned the basics of React and unit testing while working with a distributed team building the provisioning user interface for IBM's next-generation cloud architecture.

Grew from making minor changes to owning and implementing a crucial feature.

Software Engineer, IBM Data & AI

📅 November 2018 - June 2019

Enhanced the user management service of IBM's machine learning & data analytics platform, adding security compliance controls and redesigning LDAP integration.

Built an automation framework that reduces translation verification turnaround.

Staff Software Engineer, IBM Data & AI

📅 June 2019 - Present

Transitioned to an SRE effort for the same product, architecting a dashboard that reports on the availability and reliability of upcoming releases during development.

Provided previously inaccessible real-time and historical service-level insight.