Harrison Jones

Principal Software Engineer and Architect

Sandy Springs, GA · harrisonhjones@gmail.com · 404.939.2627 · LinkedIn · harrisonhjones.com

Principal Software Engineer and Architect with 10+ years of experience delivering high-impact solutions across AWS, corporate platforms, and operations. Expert in designing scalable systems, including content delivery services, centralized metrics platforms, and GenAI-powered applications, driving efficiency and innovation. Proficient in Go, JavaScript, TypeScript, React, Java, Python, and AWS technologies, with a proven ability to lead migrations, eliminate dependencies, and enhance security. Adept at bridging technical and business needs, collaborating with cross-functional teams and senior leadership to align solutions with strategic goals. Recognized for creating company-wide best practices and optimizing processes. Seeking opportunities to deliver transformative technical solutions and maximize business impact.

AREAS OF EXPERTISE

- **Scalable System Architecture:** Designed and deployed enterprise-grade services, including content delivery and metrics platforms, with zero downtime at global scale.
- **Cross-Functional Leadership:** Led company-wide initiatives, such as Go best practices, adopted across retail, operations, and AWS, saving hundreds of developer hours.
- **Business-Technical Alignment:** Collaborated with executives and stakeholders to deliver solutions like Amazon Fresh designs and compliance tools, meeting strategic goals.
- **GenAI and ML Integration:** Built and optimized AI-powered tools, including sentiment analysis and content creation systems, enhancing efficiency and accessibility.
- **Process Optimization:** Streamlined operations, from automated deployments to federal compliance processes, reducing manual effort and improving reliability.
- **Security and Resilience:** Directed migrations and access controls to eliminate third-party dependencies and mitigate risks, achieving robust system uptime.

TECHNICAL SKILLS

- **Languages:** Go, JavaScript, TypeScript, Node.js, React, Java, Python, C/C++
- **Infrastructure & Tools:** AWS CloudFormation, AWS CDK, Terraform, Git, JIRA
- **Technologies:** REST, GraphQL, RPC APIs, Static Websites & Single Page Applications, ETL & Deployment Pipelines, Microservices, Monoliths, Data Migrations, A/B Testing, Feature Flags, 3rd Party Data Connectors, GenAI Prompt Engineering, Health Monitoring, Operational Readiness, Security Reviews, SEO, Accessibility
- **GenAI & ML:** Amazon Bedrock, Amazon Comprehend, Custom ML Model Training, A/B Testing Prompts
- **Methodologies:** Scrum, Agile

CAREER EXPERIENCE

Delivery Consultant - Application Modernization, AWS (Professional Services), Amazon Web Services (AWS)
October 2025 - Present

- Responsible for designing and delivering secure, scalable AWS architectures to support customer application modernization initiatives.
- Partner with customer stakeholders to assess existing applications, gather requirements, and define effective migration and modernization strategies aligned with business objectives.
- Serve as a trusted technical advisor throughout the project lifecycle, providing architectural guidance, best practices, and hands-on technical support during implementation.
- Collaborate with AWS internal teams and the AWS Partner Network (APN) to execute enterprise cloud transformation engagements and contribute reusable delivery artifacts.

Software Development Engineer II, Global Corporate Affairs Tech, Amazon
August 2022 - October 2025

- Architected and launched a content delivery service for thousands of TVs in Amazon's global corporate offices, enabling real-time communications for thousands of employees daily and streamlining information delivery across all corporate sites.
- Built and deployed a centralized customer engagement metrics service, integrating with all customer-facing applications, saving 2+ developer weeks per team by automating data store integration and dashboards; achieved zero downtime since May 2024 launch.
- Led transformation of the organization's internal homepage into a customizable, actionable dashboard for daily employee tasks, consolidating tools and reducing task completion time by ~20% per beta feedback, with planned module interaction enhancements.
- Developed a centralized access service for a third-party platform, enhancing security and operational efficiency by reducing deployment frequency for three dependent services from monthly with manual interventions to weekly with full automation.
- Directed migration of aboutamazon.com to an internal datastore, eliminating third-party dependency and achieving zero downtime since 2023 despite increased traffic and attacks.
- Led the Go Amazon community to create a company-wide "best practice" Go template, adopted across retail, operations, Ring, Twitch, and AWS, saving hundreds of developer hours in service creation.
- Architected a push notification service and admin platform for aboutamazon.com, enabling breaking news delivery to thousands of subscribed users, enhancing real-time engagement.
- Built a GenAI-powered application for aboutamazon.com, optimizing content creation for 15+ creatives who use it daily to improve writing, SEO, and accessibility, increasing content output efficiency.

Technical Program Manager II, Public Relations, Amazon
May 2021 - August 2022

- Custom solutions architect role created to leverage my technical and business expertise.
- Advised on two multi-million-dollar third-party projects for internal news and digital signage platforms, ensuring successful integration and implementation to meet strategic communication goals.
- Designed and launched an internal website to optimize Amazon's PERM NOF process, training hundreds of receptionists and ensuring federal compliance for US job postings.
- Built a service to sync employee data with Amazon's internal blog, coordinating with third parties and stakeholders to enable personalized content and campaign analytics critical for stakeholder reporting.
- Developed an AI-powered sentiment analysis tool for internal blog comments, replacing slow manual processes and enabling scalable sentiment analysis for communications leadership.

Software Development Engineer II, AWS (Alexa for Business), Amazon Web Services (AWS)
December 2017 - May 2021

- Developed core Alexa for Business features, including remote device reset and GDPR "forget" support, enhancing enterprise functionality and ensuring compliance for thousands of business users.
- Architected the A4B Conferencing Gateway (Go) and supporting APIs (Java) for legacy hardware integration, enabling seamless Alexa connectivity for enterprise customers' existing conferencing systems.
- Built an internal website (JavaScript/React/Go) to enable Chime meeting support for Alexa, rapidly deployed to all Amazon Alexa owners, enhancing meeting functionality.

Software Development Engineer I, AWS (Alexa for Business), Amazon Web Services (AWS)
June 2016 - December 2017

- Contributed to Alexa for Business launch, developing backend (Java) and frontend (JavaScript) for business calendar integration, enabling Office 365, G Suite, and Exchange support in Alexa and its mobile app for enterprise users.

EDUCATION

Masters of Science in Mechanical Engineering, minor in Computer Science - AI Thread
Georgia Institute of Technology

Bachelors of Science in Mechanical Engineering
Georgia Institute of Technology

PATENTS

Voice-Based Parameter Assignment for Voice-Capturing Devices
US 12499885 - Issued Dec 16, 2025

Voice-Based Parameter Assignment for Voice-Capturing Devices
US 11276395 - Issued Mar 15, 2022

Secured Delivery Process Utilizing Manufactured Temporary Keys
US 10474980 - Issued Nov 12, 2019