Jason Shelton

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Experience

Amazon   2019 - Present

Software Development Manager | April 2022 - Present

- Launched two new products used throughout Amazon (over 4700 sites) in the Environment, Health and Safety space
- Successfully combined another engineering team with mine after a peer manager was laid off in 2023
- Actively coach and mentor engineers in their careers including successfully promoting two engineers
- Reduced on-call ticket queue by 83% in 2023

Senior Technical Program Manager | April 2019 – Present

- Launched features including a new Compliance product for Amazon's internally built Environment, Health, and Safety system to 60k active monthly users in 42 countries
- Migrated Delivery Driver to Customer Phone Calls from a legacy calling system to AWS Connect in Great Britain, Germany, Italy, and France enabling features including local numbers and caller id
- Expanded driver to customer texting to more than 500k drivers using Amazon's mobile application on Android and iOS in 11 countries resulting in an increase in first time delivery success from 88% to 93%
- Launched a backend service and web console used by 150+ content authors to deliver ~30,000 external customer facing help topics available on amazon.com, mobile apps and devices

AT&T   1998 - 2019

Principal System Engineer | October 2016 – February 2019

- Migrated a Fortune 25 customer to a new network management system involving 70,000 network elements in 2100+ locations without impacting production operations
- As an Agile Product Owner, reduced average support ticket creation time by 10 minutes by implementing Netcool and integrating it with Salesforce
- Improved device status accuracy in the customer portal 10% by developing Python automation scripts
- Collaborated with customers, stakeholders, and suppliers to understand Internet of Things products being onboarded and established system requirements for development teams to deliver those products
- Participated in planning, definition and high-level design of solutions and explored solution alternatives ensuring the most cost effective, resilient, and adaptable solutions are delivered

Associate Director Technology | June 2015 – October 2016

- Led the Unix to Linux program consisting of employees and contractors responsible for the migration of 1000 applications from legacy Unix hardware to Cloud infrastructure
- Delivered over $100M in application run rate cost reduction, over 33% average improvement in application performance and decommissioned over 2500 physical servers
- Managed budget of $100M+ involving hundreds of independent projects
- Collaborated with employees to set goals, reviewed their performance against established goals, made recommendations for promotions and determined pay increases and bonuses
- Using Agile Kanban, developed initial version of the tracking tool used by the program in six weeks
- Automated migration estimates by creating the Effort Estimate Model
- Created the Hardware Scoring and Software Currency algorithms to help ensure the highest ROI

Sr. Technical Team Lead/Principal Technical Architect | December 1998 – June 2015

- Development Team Lead for finance applications that processed an average of $700 million in bill payments and expense reimbursements per month
- Achieved > 99.999% availability for multiple mission critical applications by leading a team of employees and offshore contractors
- Developed website monitoring scripts using Keynote and Gomez
- Automated reporting by leveraging a REST API that exposed performance and availability data
- Conducted weekly reviews of the health of public facing websites for multiple Assistant Vice Presidents
- Provided input into product roadmaps to Keynote as a part of the customer advisory board

Education

Master of Business Administration
Lindenwood University, St. Louis, MO

Bachelor of Science in Computer Science
Missouri University of Science and Technology, Rolla, MO
Summa Cum Laude