

Stephen Goodhill

Brisbane, Australia | U.S. Citizen | Open to U.S.-based relocation upon offer
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SUMMARY

Amazon Software Development Engineer II building and operating business-critical distributed systems for automated grocery fulfillment. Built the software foundation for Amazon's initial two-site automation pilot, now scaling platforms for 80+ planned launches, and developed an internal AI engineering platform adopted by 35 users across three teams.

SKILLS

Languages: Java, Python, TypeScript, Go, Kotlin

Distributed Systems & Cloud: Event-driven systems, AWS, ECS, Lambda, DynamoDB, SQS, SNS, Kafka, Kinesis, Redis, OpenSearch, CDK, CloudFormation, CI/CD

Production Engineering: High-availability services, observability, incident response, capacity planning, production debugging, load and chaos testing, fault-tolerant design, IoT and edge systems

AI & Developer Infrastructure: LLM agents, agent orchestration, tool execution, RAG, retrieval and memory, isolated execution, task validation, human approval workflows

EXPERIENCE

Amazon - Software Development Engineer II, Automated Grocery Fulfillment

January 2022–Present | Brisbane, Australia | Promoted from SDE I in July 2024

Built the initial two-site automation pilot; now scaling the platform for 80+ launches planned in 2027.

- Led a cross-team reliability program for two Tier 1 site-operations services, raising internal resiliency scores from 100 to 250/260 through capacity analysis, load and chaos testing, and remediation; neither has since required a formal incident investigation.
- Recovered and modernized a decade-old Tier 1 Java label-printing service whose failure halts on-site fulfillment, restoring safe delivery and operation. Added observability and alerting, with no outages in the following 12 months.
- Identified label printing as a blocker to scaling beyond two sites, then designed and implemented its replacement for 80+ planned launches and the full 550-store network. Now in limited production rollout, the platform automates software delivery and IoT device management, reducing manual and on-site operations.
- Built and operated Java and Python event-driven services and telemetry pipelines on AWS, supporting 200+ transactions per second and fulfillment workflows processing 600,000+ units weekly while improving capacity planning and launch readiness.
- Developed and launched an internal AI engineering platform adopted by 35 users across three teams in its first month, enabling delegated code review, incident triage, repository research, and implementation through isolated execution, approval-gated writes, validation, and complete traces.
- Redesigned timeout and fail-fast behavior during dependency failures, reducing customer-visible wait time by 90%, from five seconds to 500 milliseconds.

TechnologyOne - Software Engineer, Research & Development

October 2021–January 2022 | Brisbane, Australia

- Supported an R&D engagement with Moreton Bay Council exploring server-side rendering for its document store.

WorkingMouse - Support Developer (Part-Time)

January 2021–October 2021 | Brisbane, Australia | Alongside university study

- Improved authentication for UniLodge's application while delivering full-stack fixes and enhancements directly with clients.

Freelance Software Developer (Part-Time)

2017–2021 | Brisbane, Australia | Alongside university study and subsequent employment

- Delivered 60+ paid Java plugin projects for 22 clients and maintained open-source Minecraft plugins with 30,000+ downloads and external contributions; community reputation generated referrals and a six-month part-time development contract.

EDUCATION

The University of Queensland | Brisbane, Australia

- **Graduate Certificate in Computer Science - Artificial Intelligence and Machine Learning**
2025–Present, part-time; expected completion late 2026 | **GPA: 6.5/7.0 (Distinction average; Australian grading scale)**
- **Bachelor of Information Technology** | 2017–2021

PROJECTS & LEADERSHIP

- **ask.steve.gg - AI Tutoring Platform | 2025:** Built and deployed a RAG tutoring platform with multi-turn interactions, semantic retrieval over curriculum content, and tutor-facing question intake.
- **BoonieToonz - Founder and Organizer | 2020–2025:** Founded and ran five annual community music festivals, raising approximately US\$4,500 (A\$6,500) for mental health charities.