

JASON MUSTAFA

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EDUCATION

Rutgers University, New Brunswick, NJ

2021

B.S. with High Honors in **Computer Science**, Minor in Mathematics

Rutgers Presidential Scholar, SOE Peer Mentor, B.E.S.T. Hall Academic Leader

EXPERIENCE

Salesforce, Indianapolis, IN

08/2021 - Present

Developer Support Engineer II

- Identify and debug issues in developer scripts, automations, and cross-cloud integrations in Salesforce Customer Data Platform, Marketing Cloud, and Sales Cloud with an average productivity rate of 215%
- Resolve over 50 tickets per month by assessing clients' data models and integration requirements and designing appropriate solutions, maintaining an average customer satisfaction score of 4/5+
- Mentored and onboarded two new hires through regular shadow sessions
- Technologies: **JavaScript** | **SQL** | AMPscript | Marketing Cloud API

Amazon, Seattle, WA

06/2020 - 09/2020

Software Development Engineer (SDE) Intern

- Developed service for Amazon's Payment Contract Execution team to automate issue management system for stuck Herd workflows, saving roughly 15 development hours per week
- Revamped ticket categorization strategy by allowing workflows to be aggregated through local configurations regardless of team ownership, reducing tickets cut to Payments team by 11%
- Documented UML diagrams and standard operating procedures for SDEs to maintain monitoring configurations
- Technologies: **Java** | **Git** | Google Guice | Amazon Apollo | AWS CodePipeline

Rutgers Office of Information Technology, New Brunswick, NJ

05/2019 - 05/2020

Computer Lab Consultant

- Resolved device, network, and other technology-related issues in a computer lab with over 300 daily users

VMC Group, Bloomingdale, NJ

06/2019 - 11/2019

Engineering Intern

- Created view cube using three.js (WebGL framework) to position and rotate camera in VMC Group "E-Generator" 3D rendering software, decreasing average number of clicks needed to switch planar views by 43%
- Implemented dynamic mouse picking system and contextual UI popups with ray casting
- Built React dashboard to maintain visual database of isolator products and their object models and specifications
- Technologies: **JavaScript** | **React** | three.js | Git

PROJECTS

Mask Reminders: Android app written in **Kotlin (Java)** that notifies users to wear a mask when leaving their homes

Minesweeper Solver: AI written in **Python** that solves minesweeper grids using constraint satisfaction modeling

Prayer Times: Progressive web app built with **React** that displays Islamic prayer times relative to a user's location

Snowy: Discord bot made with **JavaScript** that is used for server moderation and convenience commands

SKILLS

Languages: Java | Python | JavaScript | AMPscript | SQL | React | HTML | CSS

Software: Git | Node.js | Postman API | three.js

Certifications: Salesforce Marketing Cloud Developer, Salesforce Marketing Cloud Administrator