

# Jon Ballands

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Software engineer with 10+ years of experience, fostering engineering excellence and delivering exceptional user and developer experiences. Skilled in leveraging agentic AI and AI-assisted tooling to architect and accelerate delivery of large-scale systems with meticulous attention to detail.

## Experience

### Staff Software Engineer

June 2021 – Present

Indeed

Austin, TX

Collaborating with product and UX teams to architect and lead the implementation of an agentic career planning experience. Mentoring engineers towards professional growth and knowledge sharing. Guided platform teams to extend rearchitecture project to form an organization-wide frontend monorepo.

### Career Scout Pathfinder

January 2024 - Present

Defined technical strategy and led a cross-functional engineering team to deliver a LLM-driven, agentic career planning platform on web and native clients. Designed and managed Pathfinder API to deliver LLM-enhanced, contextually personalized career suggestions to Career Scout's agentic UI and rich interactive experience.

- Over 300k users have accessed Pathfinder with over 1.25M suggestions generated.
- Over 90% positive feedback to at least one LLM-generated personalized career suggestion.
- 98.5% deployment success rate, avg 9 production deploys per week, over 99.99% uptime.

### Homepage Rearchitecture

June 2022 - August 2023

Directed multi-team initiative to transition Java Spring monoliths to an org-wide job seeker frontend monorepo. Guided technical fellow, staff engineer, contractor, and SRE towards successful initial implementation of Indeed's new homepage architecture. Ensured parity in key metrics like impressions, apply starts, and site speed.

- Scaled Node BFF to handle over 24.5M daily requests to indeed.com.
- Improved LTC by 40%, boosted release pipeline success rate by 8%, improved pipeline speed by 40%.
- Maintained 99.9% uptime SLO.

### Software Engineer, Operations

September 2018 – May 2021

Apple

Austin, TX

### Global Onboarding Platform

Devised and implemented a service-oriented architecture utilizing Next and Strapi CMS for an onboarding tool deployed across the operations organization at Apple. Implemented a mobile-friendly, SSR UI using React, Apollo, Styled System and more, while working closely with UX designers and stakeholders.

### Software Engineer, Analytics

June 2016 - September 2018

Spredfast (now Khoros)

Austin, TX

### Mobile Innovation Lab Engineer

June 2014 – June 2016

IBM

Austin, TX

## Education

**B.S. Computer Science**, minors in Mathematics, Industrial Design

Virginia Polytechnic Institute & State University (Virginia Tech)

August 2010 – May 2014

Blacksburg, VA

## Notable Skills

**Tools** pnpm, Amp, Cursor, LangSmith, DataDog, Docker, Vite, Webpack, Terraform, & more

**Languages** TypeScript/JavaScript, HTML, CSS, GraphQL, Java

**Frameworks** React, React Native, Node, Koa, Apollo, Next, D3, Emotion, Java Spring, & more