Jamie Maertens

Tech Leader & Software Engineer

jamiemaertens@gmail.com | Seattle, WA | linkedin.com/in/jamiemaertens

Summary

Results-driven software engineer experienced in designing scalable systems and improving user experience across Hazel Health, Qualtrics, and Amazon. Skilled in building resilient cloud architectures, leading cross-functional initiatives, and mentoring teams to deliver high-impact solutions. Experienced with applied AI and LLM-driven engineering workflows through hands-on training and practical experimentation.

Selected Impact Highlights

- Helped expand pediatric mental health access through the migration of key iOS features to web platforms at Hazel Health, improving accessibility and adoption.
- Partnered across teams at Qualtrics to scale and standardize build automation, improving deployment speed and reliability.
- Contributed to the launch of multiple global-scale systems at Amazon, from Kindle lifecycle management to cloud-based game platforms.

Experience

Hazel Health | Senior Software Engineer | May 2021 – June 2025

- Led the migration of key iOS features to web, enabling broader provider access and improving workflow efficiency.
- Contributed to system redesign that increased System Usability Scale from 73.2 to 84.6, improving user satisfaction and reducing variability by ~20%.
- Directed separation of the web platform from backend dependencies, implementing independent deployments that improved reliability and deployment cadence.
- Coordinated annual compliance and consent form updates across schools, ensuring seamless rollouts under regulatory deadlines.
- Served on the culture committee, organizing cross-team gatherings and promoting an inclusive engineering culture.

Qualtrics | Senior Software Engineer | Nov 2017 – Feb 2021

- Designed and implemented auto-deploy systems and dashboards that improved visibility, reliability, and deployment efficiency across teams.
- Built and maintained core platform infrastructure, collaborating with leadership to shape engineering best practices and operational standards.
- Led full lifecycle of the global Billing Portal project, enabling accurate forecasting and streamlined budget approvals across multiple regions.
- Partnered with product and design to deliver dashboarding tools and notification systems that helped customers drive measurable business impact.
- Acted as Security Champion, leading training and vulnerability reviews to reduce incidents.
- Mentored engineers and led hiring initiatives across interviews and hackathons.

Independent Contractor | Software Engineer | Aug 2013 – Oct 2020

- Created and maintained Free Happiness, an Android app with over 10K downloads and a 4.6 average rating, applying behavioral psychology to improve user habits.
- Engineered a secure, performance-optimized exam platform for the Royal College of Dentists of Canada, critical to the credentialing of dental specialists across Canada.
- Developed automation tools for Fortis Construction to streamline key workflows like purchase orders, timesheets, and COVID tracking, improving overall efficiency.
- Mentored Lighthouse Labs students through technical guidance, code reviews, project support, and interview preparation.

Amazon Game Studios | Game Developer | Jun 2010 – Jul 2013

- Established core infrastructure for Amazon Game Studios, setting up version control, build systems, and collaboration workflows that supported multiple game titles.
- Designed and implemented database and server infrastructure for Amazon Fun Facts, delivering scalable, high-performance backend systems for a popular trivia experience.
- Led client and server development for Living Classics and Photo Agent, serving as team lead for Photo Agent through full production and launch.

Amazon.com, Inc. | Software Development Engineer | Jun 2008 – May 2010

- Developed internal services managing the wireless lifecycle for millions of Kindle devices across 100+ countries, ensuring reliable delivery of digital content.
- Spearheaded internal tools for troubleshooting and network issue resolution, reducing Kindle service downtime and improving customer experience.

Technical Skills

Languages & Frameworks: TypeScript, React, Node.js, Java, Python, C++, C#
Architecture & Systems Engineering: Distributed systems design, CI/CD pipelines, service orchestration & observability (familiar with containerized systems and modern orchestration concepts)
Cloud & Infrastructure: AWS (EC2, Lambda, S3, RDS, DynamoDB, CloudFront, Route 53, CloudWatch), Azure, Google Cloud (Compute, Authentication)
AI & LLMs: Applied AI/ML concepts, LLM application patterns (Full Stack Deep Learning LLM Bootcamp), prompt engineering (DeepLearning.AI), Azure AI (AI-900 certified, Introduction to AI learning path)
Databases & Data Engineering: MySQL, MongoDB, Oracle, MS SQL
Additional Expertise: Game development & 3D tools (Unity, Maya), technical mentorship & leadership

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Education

University of Waterloo — Bachelor of Mathematics | Sep 2003 – Apr 2008

- Obtained a Bachelor of Mathematics with Honours in Computer Science/Business Option (Co-operative Program).
- Gained hands-on experience through competitive co-op placements, applying strong academic foundations to build impactful software and strengthen both technical and business insight.