

Terrell Hawkins

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My Key Qualifications

- **5 years building production backend services**, one unbroken stretch from Accenture in 2021 through Whole Foods Market today.
- **Java and Spring Boot** across both roles, including a Spring Boot service for order substitution and fulfillment updates that processes 1.8 million requests per month.
- RESTful API design for commerce workflows, with 9 API enhancements delivered on a retail order management platform at Accenture.
- **SQL performance tuning** on PostgreSQL and MySQL: cut p95 latency on a high-traffic order lookup from 780 ms to 430 ms and query times from 1.9 seconds to 0.8 seconds.
- Asynchronous messaging on **Amazon SQS** with dead-letter queue handling, reducing timeout-related order failures from 14 per week to 5.
- AWS operations: **deployed services to AWS ECS via GitHub Actions CI/CD**, with CloudWatch metrics, alerts, and runbooks that cut mean time to detect from 18 to 7 minutes.
- Automated testing and **Agile delivery using Jira and Confluence**, where integration tests and CI quality checks lowered the post-release defect reopen rate from 9% to 4%.

Experience

Software Engineer — Whole Foods Market

Mar 2023 – Present · 3 yrs 7 mos

- Built and own a Spring Boot service handling order substitutions and fulfillment status updates, designing RESTful APIs, integrating downstream commerce systems, and deploying to AWS ECS via GitHub Actions. It processed 1.8 million requests per month by 2026.
- Reduced p95 response time on a high-traffic order lookup endpoint from 780 ms to 430 ms by profiling the application, tuning PostgreSQL queries, and adding targeted indexes in Amazon RDS.
- Implemented asynchronous inventory update handling for fulfillment events on Amazon SQS with dead-letter queue handling, cutting timeout-related order failures from 14 per week to 5.
- Expanded observability with CloudWatch metrics, latency and error-rate alert thresholds, and runbook documentation, reducing mean time to detect production issues from 18 minutes to 7.
- Strengthened automated testing for promotion and checkout API changes with integration tests and CI quality checks, lowering the post-release defect reopen rate from 9% to 4%.
- Own features end to end from technical design through rollout and production support, and participate in on-call rotation, incident response, and code reviews for fulfillment services while partnering with product managers and analysts to break down requirements.

Associate Software Engineer — Accenture

Mar 2021 – Feb 2023 · 1 yr 11 mos

- Delivered 9 REST API enhancements for a retail client's order management platform by building Spring Boot endpoints and validation logic for downstream fulfillment integrations, cutting manual exception handling by 22 hours per month.
- Improved slow database reads in a shipment tracking workflow by rewriting joins, adding indexes, and validating execution plans in MySQL, reducing average query time from 1.9 seconds to 0.8 seconds.
- Containerized a service used in QA and release testing, packaging it with Docker and standardizing Jenkins deployment steps to shorten environment setup from 2 hours to 35 minutes.

Education

- **Texas State University** — Bachelor of Science in Computer Science · 2016 – 2020

Skills

- **Languages & Frameworks:** Java, Spring Boot, RESTful API design
- **Data & Databases:** SQL, PostgreSQL, MySQL, Amazon RDS
- **AWS & Messaging:** Amazon SQS, AWS ECS, CloudWatch
- **DevOps & Tooling:** Docker, Git, GitHub Actions, Jenkins, Jira, Confluence