

Gillian Palmer

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Education

Northeastern University, Boston, MA

Sept 2023 - May 2027

BS in Computer Science with Software Concentration & Minor in Mathematics

GPA: 3.85/4.0

Relevant Courses: Software Engineering, Graduate Algorithms, Object-Oriented Design, Computer Systems, Graduate Database Management, Foundations of Artificial Intelligence, Computer Networks

Technical Skills

Languages: Python, TypeScript, JavaScript, Java, SQL, C

Libraries/Frameworks: React, Next.js, Django, Flask, Node.js, Tailwind CSS, tRPC, Drizzle ORM

Tools: Docker, Terraform, AWS (ECS, RDS, EC2, Lambda, Athena), Git, PostgreSQL, MySQL, Jest, PostHog, Strapi

Work Experience

Software Engineer Co-op

Jan 2026 - Present

Klaviyo

- Implemented a marketing analytics report cloning feature used by over **50 enterprise customers** by developing a scalable **Django API** and **React** frontend, streamlining the report configuration process
- Architected a dynamic reporting system for Klaviyo-supported messaging channels, reducing engineering effort required to add a new channel by **50 hours** and enabling WhatsApp support for **100,000+ customers**
- Built and migrated a deliverability widget used by **6M+** accounts through **Celery task orchestration**, **Statsig feature gates**, and **React UI** enhancements based on user feedback
- Collaborated with Klaviyo's agentic AI team to design frameworks for an **AI-driven** analytics agent, and built a library of **React** components that the agent dynamically selects and renders based on user queries
- Executed large-scale **AWS Athena** queries to recover **500,000+** lost customer user records, restoring critical account data after a data loss incident

Software Development Co-op & Lead Software Engineer

Jan 2025 - Dec 2025

Khoury College of Computer Sciences

- Launched a responsive user interface for **Odyssey**, an interactive learning platform, using **Next.js** and **Tailwind CSS**, maintaining consistent sitewide styling through reusable components
- Architected backend infrastructure with **Strapi CMS** and **PostgreSQL** to manage data for **2000+** concurrent users
- Developed **9 major features** including text highlighting and a personalized activity feed, and used **Jest** to write over **700** UI feature tests to ensure reliability, achieving **80%** code coverage
- Migrated **EKS** cluster and associated infrastructure to **ECS** using **Terraform** and the **AWS CLI**, decreasing the cost by **\$200/month** while maintaining scalability and availability

Software Engineer Intern

Jun 2025 - Aug 2025

Travelers Insurance

- Automated the process of parsing **2000+** lines of financial data with **Python**, **Amazon Textract**, and **Lambda** functions, reducing the parsing time by **40 hours**
- Implemented a **React** frontend that enabled users to upload financial PDF documents and query the parsed data via a knowledge base built on **Amazon Bedrock**
- Designed a building navigation tool using **React** and **Python** with an integrated **AI Chatbot** to help employees find the quickest routes within the Travelers building

Additional Experience

Technical Lead & Software Developer

Sep 2024 - Present

Sandbox Software Consultancy

- Led a team of seven developers and two designers to create a co-op review platform utilizing **Next.js**, **Typescript**, **tRPC**, and **Tailwind**, enabling **10,000+** Northeastern students to share details of their work experiences
- Added multiple **Google OAuth** providers and implemented role-based access control via a landing page, routing Northeastern students and co-op administrators through distinct authentication flows
- Performed **10+** database migrations using **Drizzle ORM**, enabling more comprehensive review data storage and supporting admin dashboard moderation features including review flagging and reporting