Max M. Awad

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Summary

Highly versatile and dedicated professional with over 10 years of experience in software engineering, technical support, and internal tool development. Proven ability to bridge the gap between development and user support, excelling in troubleshooting, system maintenance, and delivering data-driven insights. Adept at leveraging strong technical acumen and communication skills to resolve complex issues and enhance operational efficiency.

Skills & Technical Expertise:

- **Languages:** JavaScript ES6, HTML, CSS, Python, Swift, Java, C, PHP
- **Technologies:** React, Redux, React Native, Node.js, Express, Typescript, AngularJS, MySQL, NoSQL, Unit Testing, cmake
- **Tools:** AWS, DigitalOcean, GraphQL, Ansible, CI/CD pipelines, Django, Stripe, Figma, Heygen, Apollo APIs, GPT-4, Gemini AI, LLaMA 3.4, Claude LLM
- **IT Support:** Active Directory Management, Windows OS, Mac OS, Desktop Support, Hardware Troubleshooting, Software Installation, User Database Management, Imaging, Technical Support, Debugging, Troubleshooting, Incident Management, User Issue Resolution, Stakeholder Communication, Data Analysis, On-Call Support, Incident Response
- **Internal Tools & Platforms:** Plx (Google), CodeSearch, Pulse, Scuba, fbsource, Canary, Workplace, Chat, Task, Fabricator, Sandcastle (Meta), Jira, Trello
- **Soft Skills:** Strong foundation in computer science principles, such as algorithms, data structures, distributed systems, and data flow/storage. Proven ability to apply object-oriented programming principles and software design patterns to deliver robust, scalable solutions.

Experience:

Sales Patriot (YC W25) | San Francisco, CA - Remote
Search Engineer Consultant | Apr 2025 - Present
- Building the next generation of SAM.gov by developing intelligent search and matchmaking systems for government contracts, leveraging technologies such as Supabase, Svelte, SQL, Cursor, and Slack.
- Leveraged ChatGPT and Python prompt engineering to extract and analyze new bid and contract listings.
- Designed a ranking and matchmaking algorithm to connect opportunities with the most relevant manufacturers.
- Trained and managed agents to handle automated email communications and improve response workflows.
- Engineered and deployed Python scripts on Google Cloud Run for SQL table migration, optimizing data download and matching from government sites by 10x.

- Developed SQL scripts and queries for automated data updates via cron jobs, ensuring data freshness and integrity.
- Enhanced website discoverability and performance by implementing Google Search indexing, metadata optimization, and adherence to search engine standards.
- Introduced and enforced a TypeScript typing check for code migration, requiring 90% variable coverage to block pull requests and ensure code quality and maintainability.
- Utilized Gemini and Claude LLM models for advanced prompt engineering to generate nuanced email responses and to develop robust PDF scrapers.
- Implemented LLM-based solutions to extract specific data points from challenging, non-normalized government PDFs (including handwritten text and template overlays), overcoming limitations of traditional OCR tools and preserving table structures.
- Utilized Jira and Trello for agile project management, ticket tracking, and workflow management.

FilmTrends | Remote
Software Engineer | Aug 2024 - April 2025
- Collaborated closely with the founder to build a next-gen Instagram Explore-style page, focused on helping users grow through smarter content strategy.
- Leveraged prior experience at Instagram (React Native, PHP, Hack) and worked with internal APIs to query Instagram's Reels database.
- Developed a system to scan, transcribe, and analyze user videos using Gemini AI and ChatGPT, generating rich insights from video content.
- Used Meta AI's LLaMA 3.4 to identify relevant and trending Reels, enabling competitive benchmarking across similar accounts.
- Delivered intelligent recommendations by comparing user content with top-performing competitors and offering actionable suggestions for improving reach.
- Deep passion for the Instagram Explore experience, trends, and algorithmic discovery.
- Participated in on-call rotations, providing critical support for live services and resolving urgent production issues.

Freelance | San Francisco, CA - Remote
Consultant | Jan 2024 - Aug 2024
Delivered tailored solutions for startups and businesses, leveraging AI and advanced technologies:

- **ClinkAI®**: Built an MVP for a sales engine leveraging LLMs, integrating scalable data pipelines to automate email outreach and validate customer engagement through Apollo APIs.
- **Can of Soup™**: Designed a personalized image generation platform and enhanced user experience with AI-driven tools.
- **Video Reply™**: Developed automated video reply systems tailored for customer interaction using Heygen and GPT4.
- **Enhanced Chats™**: Created a Zoom plugin with teleprompter and dynamic FAQ automation for sales calls using GPT4.

Apple | Santa Clara, CA - Austin, TX
Sr. Software Engineer (Apple Store) | September 2020 - December 2023
- Worked directly with other product owners, system engineers, program managers, developers, testers and customers to define features and technical user stories, ensuring alignment with user needs and system capabilities.
- Acting as stakeholder of specific product backlog items, worked closely with development teams to ensure the output to be aligned with expectations.

- Used internal React UI/UX libraries to design products that follow Apple Design Guidelines.
- Managed Ansible and Yaml files for weekly Node deployments using CI/CD internal clients on AWS, ensuring system stability and performance.
- Created documentation and assisted on the onboarding of junior software engineers, providing direct support and knowledge transfer.
- Implemented Agile methodology across all stakeholder teams. Improved feedback by 32% in six months.
- Created Java based microservices hosted in Kubernetes.
- Created and maintained Git repo set up with automatic deployment.
- Participated in on-call rotations, providing critical support for live services and resolving urgent production issues.

Meta - Facebook | Austin, TX - Remote
Senior Software Engineer Privacy & Compliance | September 2019 - August 2020 (6 months assignment)
- Led UI redesign implementation efforts, creating and reskinning existing components and views for the 2020 Facebook to Meta rebranding UI library.
- Collaborated directly with design partners, leveraging Figma for design and building new UI components for the reusable React UI/UX library.
- Liaison between teams to create and use reusable React UI/UX components up to FB Standards.
- Integrated Queries and Mutations for existing graphical backend data via Relay on Node.JS.
- Created internal PHP/Hack routes for fetching user data across multiple applications.
- Booted up Java Springboot services for processing external data.
- Implemented documentation to track resources and important data about the multiple projects.
- Utilized GraphQL to create multiple request functions that mutated the database and fetched information, including designing new data models for brand new screens, resulting in 300% improved loading times and a two-thirds reduction in data loading time.
- Utilized internal tools such as **CodeSearch, Pulse, Scuba, fbsource, Canary, Workplace, Chat, Task, Phabricator, and Sandcastle** for development, debugging, and collaboration.
- Participated in on-call rotations, providing critical support for live services and resolving urgent production issues.

Meta - Instagram | Austin, TX - Remote
Senior Software Engineer Privacy & Compliance | September 2019 - August 2020 (6 months assignment)
- **Account Center Development:** Built the Account Center interface to enable proactive ad-blocking for categories and companies, aligning with EU privacy regulations.
- **GraphQL Integration:** Designed and consumed GraphQL APIs with Queries and Mutations, utilizing Relay for efficient fetching, caching, and state management in Python's Django.
- **Back-End Rendering:** Created a back-end-rendered front-end using React Compiler, delivering adaptive interfaces optimized for user agent specifications across Instagram, Facebook, and WhatsApp.
- **Cross-Platform Testing:** Conducted extensive cross-device and cross-platform testing to ensure seamless user experiences across diverse environments.
- **Team Collaboration:** Worked closely with privacy, compliance, and ad teams to align features with regulatory requirements and business goals.
- Utilized internal tools such as **CodeSearch, Pulse, Scuba, fbsource, Canary, Workplace, Chat, Task, Fabricator, and Sandcastle** for development, debugging, and collaboration.

- Participated in on-call rotations, providing critical support for live services and resolving urgent production issues.

Google | Manhattan, NY - Remote
Software Engineer (Search) | August 2018 - August 2019
Travel Product on Google Search, Assistant, Maps, focusing on Hotels.

- Wrote new C++ grammar rules, increasing data quality and freshness to 96%+ coverage.
- Drafted detailed documentation of proprietary NLP software to assist the onboarding team of 7 engineers.
- Launched vacation rental UI (e.g. [vacation rentals near me] query).
- Created and maintained Python tools to measure team's success and impact.
- Implemented 50+ improvements including amenities, price matches and more uses.
- Used Springboot for creating custom routes for backend microservices.
- Assisted on localization of SOS Alerts OneBox (e.g. [wildfires socal, covid-19] queries) tuning JS protos.
- Made traffic driven code changes to increase click through and positioning of travel products.
- Created Chrome Extensions to improve workflow of 130+ engineers saving 1000's of hours per week, providing direct internal tool support.
- Participated in on-call rotations, providing critical support for live services and resolving urgent production issues.

Senior Software Consultant | Jul 21 - Sep 21
Part-time Support Consulting for a Former Team
- Provided specialized support consulting, utilizing expertise in Google's internal tools and systems.
- Created and maintained internal dashboards using Google's **Plx** platform to represent team progress and performance on a weekly and monthly basis, demonstrating strong data analysis and dashboarding skills.
- Developed scripts to pull and integrate data from multiple internal spreadsheets and test data banks.
- Monitored and visualized workload, task counts, and new issues raised by QA engineers, facilitating clear communication to managers and stakeholders.
- Programmatically compared image quality between Instagram, Snapchat and TikTok's iOS and Android versions.
- Created processes to facilitate work-along with team spread across the globe.
- Participated in on-call rotations, providing critical support for live services and resolving urgent production issues.

New York Law School | New York, New York

Senior Technical Support Engineer | 2017 - 2018
- Provided direct technical support for a medium-sized school with 500+ employees and 1,200+ students.
- Managed Active Directory, including user creation, password resets, and user database management.
- Performs Windows and Mac OS imaging for workstations.
- Conducted construction and maintenance of Dell workspaces, ensuring optimal user environments.
- Delivered comprehensive IT desktop support, resolving a wide range of technical issues for

faculty, staff, and students.
- Participated in on-call rotations, providing critical support for live services and resolving urgent production issues.

ChopStix
Founder | Software Engineer | Jun 2013 - Jul 2018
- Designed and developed order tracking and payment system using Django and Stripe.
- Created a GraphQL interface within Django to easily retrieve data from the front-end.
- Created a responsive web application with ReactJS and Material UI.
- Utilized Nginx load balance with AWS and DigitalOcean deployments.
- Implemented tests following test drive development for all views and routes in project.
- Assisted design and development of mobile application with React Native and Sketch.
- Used React-Native-Autocomplete for creating Google Maps location search on the mobile.

Open Source Contributions:

Call of Duty: Black Ops 3 Mac OS Fix | August 2024 - November 2024

- Maintained and contributed to a C library to fix connectivity issues for Call of Duty: Black Ops 3 on Mac OS.
- Used **make** to compile a DYLIB, addressing Sequoia's new cURL library issues.
- Implemented a custom SDK to map Windows textures to Mac-encoding, enhancing cross-platform compatibility.

Education & Professional Certifications:

New Jersey Institute of Technology
- Computer Science Major (B.S.) | Sep 2015 - May 2018

Udacity Nanodegree Programs | Aug 2018 - Jan 2020

- Udacity iOS and React Native Developer Programs
- Udacity Machine Learning Engineer Program

Cisco Certifications | Sep 2013 - Jun 2015

- CCNA Routing and Switching: Introduction to Networks
- CCNA Routing and Switching: Routing and Switching Essentials