

Bailey Johnson

Software Engineer

Seattle, WA

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Experience

Flexport (Bellevue, WA)

April 2023 - **Present**

Software Engineer II, Client App

Typescript, Ruby on Rails, React, GraphQL, Kafka

- Designed, implemented and deployed an AI-powered semantic search service, enabling natural language queries over MongoDB data by leveraging LLM-based schema-aware query generation, integrated into a customer-facing system.
- Built and monitored an automated message assignment and thread history system, reducing customer response time (~23%) through close collaboration with product and support teams.
- Led development of a bidirectional data synchronization pipeline between Flexport's platform and CRM, supporting downstream analytics and ML workflows while saving ~\$35K annually and freeing up 6% of our team's annual engineering capacity.

Press Ganey (Remote)

July 2021 - April 2023

Software Engineer II, AI Solutions

Python, FastAPI, Django, Java, Vue.js

- Refactored a monolithic NLP pipeline into a service-oriented architecture, separating tokenization, phrase extraction, and inference services to improve scalability, model iteration speed, and system reliability.
- Integrated sentiment analysis and PHI detection into an RLHF-based review pipeline, improving model accuracy from 88% to 96% by enhancing sample quality and human feedback selection.

NASA (Houston, TX)

June 2020 - July 2021

Software Engineer I, Mission Control Common Services

Java, C++, C#, .NET

- Created a bulk-editing utility for our property management app, reducing our average session time by ~20%, saving users ~4 hours per month and cutting costs by ~\$25K/year.
- Optimized log rotation and retention policies in a mission-critical data registry service, improving storage efficiency by ~15% while maintaining compliance requirements for downstream analysis systems.

Education

Georgia Institute of Technology

January 2026 - **Present**

M.S. in Computer Science - Machine Learning Specialization

Coastal Carolina University

August 2017 - May 2020

B.S. in Computer Science

Elective Coursework in High-Performance Computing & Artificial Intelligence

Portfolio and additional information available at baileyjohnson.io.