

Suffian Hamzah

Redmond, WA 98052 | 734-8342103 | suffianhamzah@gmail.com | github.com/suffianhamzah

EXPERIENCE

Klaviyo – Lead Software Engineer, Customer Agent

Remote | Jun 2025 – Present

- Designed and implemented Customer Agent tool-execution infrastructure for HTTP/MCP capabilities, covering registration, discovery, execution, and observability
- Built a query-contextualization eval pipeline from production-derived datasets and LLM-as-judge classification, turning prompt changes into measurable quality loops
- Drove Customer Agent Workflows implementation, building execution primitives, interfaces, data models, and runtime flows for deterministic SOP-driven agent behavior

Lead Software Engineer / Engineering Manager, New Products

Aug 2024 – Jun 2025

- Led Inbox GA in Dec 2024 as Klaviyo evolved SMS Conversations into a broader support workspace, coordinating scope, migration risk, and launch readiness
- Helped scale New Products through interviewing, onboarding, roadmap planning, and ownership transitions as Inbox expanded toward Helpdesk
- Managed the Service Channels team for Helpdesk Email and Instagram support, expanding beyond SMS while staying close to technical design and delivery

Senior Software Engineer, New Products

Aug 2023 – Jul 2024

- Served as a founding engineer for Klaviyo Service, building the shared service foundation behind Customer Hub and Helpdesk and prototyping early product experiences; the product suite reached \$1M ARR within a month of launch
- Mentored 5 engineers through technical onboarding, design reviews, and 1:1 guidance as the team scaled from early exploration into product delivery

Senior Software Engineer, Flows

Boston, MA | Feb 2022 – Jul 2023

- Led BFCM 2022 readiness for Flows, Klaviyo's deterministic workflow execution platform for customer journeys, as it processed roughly 1B customer action executions within SLOs
- Refactored Flows logging with Product and Support, reducing log volume by 66% and improving supportability for high-volume workflow execution
- Authored Flows Platform vision work around operational burden, noisy-neighbor isolation, observability, domain boundaries, SLOs, and developer experience

Software Engineer, Flows

Jul 2020 – Feb 2022

- Guided a 5-person Experiments Platform team on overhauling Flows A/B testing from ideation through launch; the work later resulted in a patent
- Designed and implemented the system powering Scheduled Reporting using Flows as the backend
- Drove Flow Webhooks security from RFC through launch, aligning teams on data-exfiltration mitigations

TripAdvisor – Software Engineer II, Restaurants B2B Ads

Needham, MA | Aug 2019 – May 2020

- Designed and led a single source of truth for ads customer metrics, reducing churn and simplifying infrastructure
- Fixed a race condition that caused duplicate invoices for restaurant owners, eliminating \$15,000 in overcharges

Apple – Software Engineer, Performance Tools

Cupertino, CA | Oct 2018 – Jul 2019

- Increased site speed by 75% for a web visualization tool by resolving backend and client-side rendering bottlenecks

Apple – Engineering Project Manager, Customer Feedback

Apr 2016 – Jul 2019

- Managed 14 support staff who aggregated millions of customer feedback signals into actionable issues

EDUCATION

Georgia Institute of Technology

Online | May 2022

M.S. in Computer Science

University of Michigan, Ann Arbor

Ann Arbor, MI | Dec 2015

M.S. in Mechanical Engineering

SKILLS & TECHNOLOGIES

Technologies: Python, JavaScript, SQL, Terraform, Bash