

Armand Agopian

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EDUCATION

University of California, Santa Cruz

Mar 2023

Computer Science, BA

Dean's Honors W23 - 3.85 GPA

- Full-Stack Web Dev II
- Applied Machine Learning
- Mobile Apps
- Artificial Intelligence
- Logic Design
- Technical Writing

Diablo Valley College

May 2019

Computer Science, AS

Academic Honors S19

EXPERIENCE

Fulfillment Operations Team Leader

Jun 2022 – Sep 2022

Target

- Led a team of 140 employees to meet daily operational goals within a \$100MM location within the online fulfillment departments
- Executed our digital business expansion, delivering 200% growth in online sales
- Designed order process dashboards for company-wide, real-time tracking of key metrics, bringing guest wait times down by 250%
- Realigned all fulfillment departments under a single leadership structure, increasing team efficiency by 35%
- Led store/department walks with district store director

Service & Engagement Team Leader

Dec 2020 – Jun 2022

Target

- Managed a team of 120 team members/leaders within the front-end departments
- Promoted to interim Assistant Manager, directing staffing, training, and performance evaluations which positively impacted sales and guest relations to deliver a guest satisfaction score of +19 NPS
- Introduced and implemented a "guest first" mentality when engaging, directly increasing loyalty by 18%

Specialty Sales Consultant (Tech and Beauty)

May 2019 – Dec 2020

Target

- Guided the tech and beauty teams of 15 people to comp 77% YoY
- Analyzed current technology trends to build trusting relationships and provide personalized solutions for guests
- Partnered with vendors to plan and execute yearly transitions
- Reprofiled the stockroom to streamline productivity and location accuracy by 20%
- Implemented smarter anti-theft measures leading to \$50k less department theft

PROJECTS

WeatherML | *Machine Learning, BigQuery, Express, Twilio*

- Developed on-demand, hyperlocal, long-term weather prediction models
- Models are created from a user's SMS using Twilio with location and prediction date, sent to an Express server
- Location details are sent to a Google BigQuery Time Series model, including weather data from NOAA
- Each model is generalized within their S2 geocell, and cached to reduce computation costs

Yumbai - Online Marketplace | *Typescript, Next.js, GraphQL, Github Actions, TypeGraphQL, MaterialUI*

- Led a team of 5 developers to create an e-commerce platform organized using agile principles and microservices
- Built a GraphQL api for CRUD, live chat, image upload to Cloudinary, moderating, filtering, and sales statistics
- Fully authenticated and protected routes for separate User, Moderator, and Admin sites with SSO support
- Fully unit and e2e tested using Jest and Playwright
- Managed 13 containerized microservices using Docker
- Implemented CI/CD using Github Actions, maintaining testing, linting, and containerization

Networked 3D Printers | *Raspberry Pi, Express, REST, React*

- Partnered with a high school to set up a 10-3D printer farm with automated networking and load balancing
- Each printer has a Raspberry Pi for printer control and network access with custom LED status indicators

- Express server load balances print queue, optimizing for certain features (dual extrusion, large print, etc)
- Created public React website for viewing print status and uploading print files

USPS Passport Appointment Finder | *Python, REST, Next.js*

- Reverse-engineered the USPS API to create a platform to find and book passport appointments
- Server can recursively search any distance or time, where the official website is limited to 5 nearest locations
- A Next.js site lists available appointments, where the user can directly book and receive an email confirmation

FIRST Robotics Competition - Founder, Captain | *Java, OpenCV*

- Founded and led a team of 40 students to design a 135-lb robot in 6 weeks to achieve FRC objectives at UC Davis each year for 4 years
- Guided team to develop the requirements and project scope
- Created autonomous algorithms in Java and OpenCV to perform required tasks during gameplay
- Implemented tools for efficient team collaboration using: GSuite, Slack, and Github
- Maintained team sponsorships with Google and Apple

Energi |

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Homelab | *Proxmox, Kubernetes, Traefik, Docker*

- Created a 4-node K3s cluster using Proxmox
- Ingress created using Traefik and cert-manager for public HTTPS access
- Maintained a Cisco router and wired ethernet throughout the house for multiple AP coverage
- Docker services including Tesla Dashcam, Grafana, Plex, Gitlab, and Minecraft

TECHNICAL SKILLS

Languages: Java, Kotlin, Swift, JavaScript, TypeScript, Python, C/C++, SQL (Postgres), HTML/CSS

Web: React, Next.js, Node.js, Express, Jest, MaterialUI, GraphQL, REST

Mobile: XML, Compose, JUnit, SwiftUI, React Native

Dev Tools: Git, Docker, Google Cloud Platform, Github Actions CI