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 Lead   Jun 2022 – Sep 2022
Target

- Directed a team of 140 employees to achieve daily operational objectives at a $100MM online fulfillment center
- Spearheaded digital business expansion, resulting in a 200% increase in online sales
- Developed real-time, company-wide order process dashboards, reducing guest wait times down by 250%
- Realigned all fulfillment departments under a single leadership structure, increasing team efficiency by 35%
- Collaborated with district store director during store and department evaluations

Service & Engagement Lead   Dec 2020 – Jun 2022
Target

- Managed a team of 120 employees/leaders across the front-end departments
- Acted as interim Assistant Manager, overseeing staffing, training, and performance reviews, achieving a +19 NPS
- Implemented a "guest first" approach, boosting customer loyalty by 18%

Specialty Sales Consultant (Tech and Beauty)   May 2019 – Dec 2020
Target

- Led tech and beauty teams of 15 to achieve 77% YoY growth
- Conducted technology trend analysis to provide personalized guest solutions and build trust
- Collaborated with vendors to plan and execute annual product transitions
- Streamlined stockroom operations, increasing productivity and location accuracy by 20%
- Implemented anti-theft measures, reducing department theft by $50k

PROJECTS

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

- Developed on-demand, hyperlocal, long-term weather prediction models using user-provided SMS
- Processed location details with Google BigQuery and NOAA data to create Time Series models
- Generalized models within S2 geocells, cached to reduce computation costs

Yumbai - Online Marketplace | *Typescript, Next.js, GraphQL, GitHub Actions, TypeGraphQL, SwiftUI*

- Led a team of 5 developers to create an e-commerce platform using agile principles and microservices
- Built a GraphQL API for CRUD, live chat, image upload to AWS S3, moderating, filtering, and sales statistics
- Implemented SSO support with authenticated and protected routes for different user/admin roles
- Fully unit and e2e tested using Jest and Playwright
- Managed 13 containerized microservices using Docker, deployed on an AWS EC2 instance
- Implemented CI/CD using GitHub Actions, maintaining testing, linting, and containzerization
- Built a SwiftUI client for user facing features

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

- Reverse-engineered the USPS API to create a platform to find and book passport appointments
- Enabled recursive searches beyond the official 5 nearest locations limit
- Created a Next.js site for listing appointments and booking with email confirmations
- Implemented CI/CD for testing and deployment to Vercel

FIRST Robotics Competition - Founder, Captain, Mentor | *Java, OpenCV* 2016 - 2019
- Founded a team of 40 students to design a 135-lb robot in 6 weeks for annual FRC objectives at UC Davis
- Developed autonomous algorithms in Java and OpenCV for gameplay tasks
- Designed robots with tank drive platforms, CNC-milled parts, and 3D-printed spares
- 4 robots performed ball shooting, gear depositing, box lifting, and rope climbing
- Implemented team collaboration tools: GSuite, Slack, and GitHub
- Secured team sponsorships from Google and Apple

Homelab | *Proxmox, Kubernetes, Traefik, Docker*
- Created a 4-node K3s cluster using Proxmox
- Configured ingress with Traefik and cert-manager for public HTTPS access
- Maintained a Cisco router and wired ethernet throughout the house for multi-AP coverage
- Docker services including Tesla Dashcam, Grafana, Plex, Gitlab, Factorio, and Minecraft

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
- Equipped each printer with a Raspberry Pi, camera, and custom LED strips for remote control and monitoring
- Express server load balances print queue, optimizing for certain features (dual extrusion, large print, etc)
- Developed a React website for viewing print status and uploading files

TECHNICAL SKILLS

Languages: Java, Kotlin, Swift, JavaScript, TypeScript, Python, C/C++, SQL (Postgres), MongoDB, 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, AWS, GitHub Actions CI, Vercel
Organization: Leadership, Time Management, Communication, Conflict Resolution, Teamwork, Problem Solving