DAVID LUI

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Education

Stony Brook University, New York   **Aug 2011 - May 2015**
Bachelor of Science, Computer Science

Experience

Catchpoint Systems, New York   **Oct 2015 – Present**
Senior Technical Account Manager (**Apr 2017– Present**)
Technical Account Manager (**Oct 2015 – Apr 2017**)
   Responsibilities
   - Apply detailed understanding of internet networking to analyze network performance using Catchpoint software and external tools
   - Work with clients to troubleshoot and analyze critical network issues to reach a resolution
   - Manage and maintain platinum client accounts in addition to bi-weekly meetings
   - Communicate with Product, Operations and Engineering teams to escalate urgent issues
   - Contribute to knowledge base by authoring documentation and by acting as subject matter expert
   Achievements
   - Created innovative solutions to improve workflow and to increase visibility across teams
     - Proposed and spearheaded internal integration between Zendesk and Salesforce
     - Built and improved internal monitoring processes for business-critical services
   - Designed and co-instructed 6-week JavaScript boot camp for team members
   - Titled "Scripting Expert" for proficiency in scripting and joined Scripting Escalation Team

Skills

Programming
- Java, Ruby, Go, C, Python
- Sublime, Visual Studio

Web Development
- HTML, CSS, JavaScript
- Angular, Ruby on Rails

Network
- DNS, HTTP(S), SSL
- Curl, DIG, Traceroute

Database
- SQL

Operating Systems
- Windows, Mac, Linux

Other
- RegEx, JSON, XML
- Selenium, XPath
- Slack, Microsoft Teams, VersionOne, Github
- Zendesk, Salesforce, Zopim

Personal Projects

401k Calculator – Web application that calculates percent contribution required to reach 401k yearly limit.
Facebook Photo Wipe – Chrome extension that allows user to select and remove photos en masse.
YouTube Enhancements – Chrome extension to enhance user experience when browsing YouTube.
218 Restaurant – Webpage built on Ruby on Rails to showcase restaurant menu.

Hobbies & Interests

Hackathon   Machine Learning   Cloud Services
Fitness   Ping Pong
Finance   Smartphones