

# Ethan Miller

emiller3425@gmail.com | (616) 438-3300 | emiller3425.github.io  
Grand Rapids, Michigan

## EDUCATION

---

### Grand Valley State University

Bachelor of Computer Science

- GPA: 3.83

Grand Rapids, Michigan

August 2020 – December 2023

## PROFESSIONAL EXPERIENCE

---

### Gordon Food Service

Grand Rapids, Michigan

Lead Full Stack Conversational AI Designer

Dec 2024 - Present

- Architected and deployed an internal digital assistant** that integrates multiple AI agents, enabling sales representatives to track truck ETAs, manage case sales data, and retrieve purchase order details, among additional features. This initiative **increased sales capacity by the equivalent of 40 full-time employees**.
- Developed a Help Desk Support Agent** for Google Chat that resolves inquiries and seamlessly escalates complex issues to a live agent.
- Established and led a Chatbot Acceleration Program**, onboarding and mentoring two new Full Stack Conversation Designers. **This effort strengthening the team's conversation design expertise and project delivery capacity.**
- Designed and implemented a voice agent** using Dual-Tone Multi-Frequency (DTMF) and conversational AI deployed in front of customer service and CTS, handling customer ETA inquiries with a smooth escalation path to a human agent.
- Presented bi-monthly at IT Town Halls**, communicating updates on the Chatbot Acceleration Program and general developments in the AI space to leadership and stakeholders.
- Conducted user studies and provided actionable insights** that directly informed the strategic roadmap for conversational AI agents.

Digital Product Specialist

Jan 2024 – Dec 2024

- Enhanced Python-based ETL processes** by incorporating an environment field and project field, enabling targeted filtering and more robust analytics across in-house and hosted platforms.
- Created hybrid conversational flows** that merge generative AI with standard conversation design best practices, delivering advanced and tailored user experiences.
- Wrote Engaging chatbot copy and refined conversation flows**, prompted generative AI to produce accurate, well-formatted responses where necessary.
- Collaborated** with cross-functional teams to gather stakeholder requirements and provide scheduled analytics updates, ensuring alignment with business goals.

Digital Solutions Intern

May 2023 – Jan 2024

- Improved natural language understanding (NLU)** and communication strategies for AI virtual assistants, which **increased conversation quality and user satisfaction**.
- Analyzed customer needs and linguistic patterns** to preemptively address common inquiries and ensure positive virtual agent interactions.
- Implemented system logic and functions within conversation flows**, working collaboratively with developers to integrate new APIs.
- Architected a conversational AI agent from scratch to save **\$41,600 annually** for an internal team based on the capacity created.

## PROJECTS

---

GVSU Real Estate Club Web App:

- Developed a **full-stack web application** using **React (frontend)** and **Node.js (backend)** to streamline internal club communications
- Integrated **Firestore NoSQL database**, enabling non-technical club members to update content independently using an **Admin UI**.
- Established **RESTful API calls** to automatically sync Firestore data in real time, keeping content up to date and consistent.

Voxel Game Engine (C++ / OpenGL):

- Engineered a **dynamic voxel terrain engine** in C++ using **OpenGL** for texture rendering, integrating **vertex and fragment shaders** for texturing and lighting.
- Implemented **Perlin noise** for realistic terrain heightmaps and normal maps, creating varied landscapes and surface features.
- Boosted performance by incorporating **frustum culling**, **back-face culling**, and **occlusion culling** to efficiently manage rendering.

## TECHNICAL PROFICIENCIES

---

**Languages:** Python, C++, JavaScript, C#, Java, SQL, HTML/CSS, Terraform

**Web & Frameworks:** React, Angular, NextJS, Node.js

**Cloud & DevOps:** Google Cloud Platform, Docker, GitHub/GitLab, Gradle

**AI & Conversation Design:** Voiceflow, Conversational Agents/Dialogflow CX/ES, Figma

**Additional Tools:** Jira, Postman, OpenGL, Unity, Lookerstudio, Neo4j, BigQuery, Firestore