Ethan Miller

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Grand Rapids, Michigan

EDUCATION

Grand Valley State University   **Grand Rapids, Michigan**
Bachelor of Computer Science   *August 2020 – December 2023*
- GPA: 3.83

PROFESSIONAL EXPERIENCE

Gordon Food Service   **Grand Rapids, Michigan**
Full Stack Conversation Designer   *Dec 2024 - Present*
- **Created and deployed an internal digital assistant** integrating multiple agents to track truck ETAs, manage case sale data, parse customer prospect details, and retrieve purchase order statuses. **Increased sales capacity by the equivalent of 20 full-time employees** through process automation.
- **Developed a help desk agent** leveraging ServiceNow's knowledge base to automate support inquiries via Google Chat, including seamless escalation to live agents for complex issues.
- **Established and led a Chatbot Acceleration Program**, **onboarding and mentoring two new Full Stack Conversation Designers**, strengthening the team's conversation design expertise and project delivery capacity.

Digital Product Specialist   *Jan 2024 – Dec 2024*
- Enhanced Python-based ETL processes by incorporating an environment field, **enabling targeted filtering** and more robust analytics across in-house and hosted platforms.
- Created hybrid conversational flows merging generative AI with standard conversation design best practices, **delivering advanced and tailored user experiences**.
- Wrote Engaging chatbot copy and conversation flows, prompting generative AI to produce accurate, **well-formatted** responses.
- **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*
- AI-based virtual assistants in natural language understanding (NLU) and communication strategies, **enhancing conversational quality** and user satisfaction.
- customer needs and linguistic patterns to **preemptively address** common inquiries and ensure positive virtual agent interactions.
- system logic and functions within conversation flows, working alongside developers to integrate webhook data **seamlessly**.
- a virtual agent from scratch to cut response times and save **$41,600 annually** for an internal team.

PROJECTS

GVSU Real Estate Club Website:
- Full-stack website using React (frontend) and Node.js (backend) to **streamline club communications**.
- Firestore DB, **empowering club members** to update site content independently without any coding background.
- **Established** RESTful API calls to **automatically synchronize** Firestore data when members make changes.

Voxel Minecraft World Generator:
- **Engineered a dynamic voxel terrain engine** in C++ using OpenGL for texture rendering, integrating custom shader programs for enhanced visual fidelity.
- **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 and reduce unnecessary draw calls.

TECHNICAL PROFICIENCIES

Languages: Python, JavaScript, HTML, C, C++, Java, SQL
Web & Frameworks: React, Angular, NextJS, Node.js
Cloud & DevOps: Google Cloud Platform, Docker, GitHub/GitLab, Gradle
AI & Conversation Design: Voiceflow, Dialogflow CX/ES, Figma
Additional Tools: Jira, Postman, OpenGL, Unity, Lookerstudio, Neo4j, BigQuery, Firestore