www.enzozafra.com
www.github.com/enzozafra

LORENZO ZAFRA

zafra@ualberta.ca
780-885-3696

EMPLOYMENT

Software Engineer II **Intuit** **July 2020 - Present**

Conversational UI (CUI) – Voice Assistants

- Led, architected, and worked with 6 other cross-functioning teams to deliver the Intelligent Voice Assistant Authentication program; allowing users to authenticate their voice session and self-serve account management actions. Estimated cost savings of $1.5 million in the first year through the reduction of agent call transfers for the first 2 experimental use cases
- Contributed to delivering QuickBooks and TurboTax Voice Assistants allowing Intuit to shift from a vendor and providing Intuit savings of $10 million a year and quicker delivery of new features and content. Improved customer experience by personalization of experiences and AI models.
- Delivered an internal Slack bot powered by the CUI Platform during a Hackathon. Allows the creation of a new bot capable of answering FAQs with 0 lines of code and increasing engineering productivity.

Software Engineer I **Intuit** **April 2019 – July 2020**

Conversational UI Platform & Digital Assistants

- Directly contributed to expanding the CUI Platform from 2 to 25+ conversational experiences and scaled the platform from 900,000 customers to over 30 million customers.
- Led the development of TurboTax Digital Assistant V2 with orchestration of additional front-end applications and a live agent handover in TurboTax Online, resulting in a 60% decrease in support phone calls and an estimated savings of $75 million in TY19
- Delivered platform capabilities allowing non-technical conversation designers to develop digital assistant conversations with reduced engineering support.

Software Engineering Intern **SMA Consulting** **May 2018 – January 2019**

- Designed and architected a new GUI for SMA's internal cost and schedule risk quantification software tool
- Developed new features and maintained Simphony.NET – A discrete event simulation software for running Monte Carlo simulations

EDUCATION

Edmonton, AB **University of Alberta** **Fall 2015 – Summer 2019**

- B.S.E. in Computer Engineering Co-op with Distinction. Graduating GPA: 3.8.

Projects

- **CAN-D** (2019) https://www.enzozafra.com/portfolio/can-d/index.html
  An automotive CAN datalogger built from scratch. Allows developers to thoroughly analyses and understand the data that is passed between ECUs in their vehicle. *C++, Python (PyQt)*
- **MechMarket** (Ongoing) - A layer on top of /r/mechmarket – a niche marketplace for custom mechanical keyboards – for an improved shopping experience. *Python (Serverless), JavaScript (React)*

Technical Skills

- Languages: Java, JavaScript, Python
- Libraries/Frameworks/Tools: Spring, React, Serverless, Splunk, NoSQL, SQL
- Infrastructure: AWS Lambda, S3, DynamoDB, CloudFormation, Kubernetes, Argo

Certifications

AWS Certified Solutions Architect - Associate **October 2019 – October 2022**