

# Jareth Rader

## Software Engineer

I do things and stuffs with computers

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## WORK EXPERIENCE

### Software Engineer Aspen Technology Group, LLC

04/2021 - Present

Grand Junction, CO.

Contact center consultancy company

#### Achievements/Tasks

- Built call flows and chat bots that are used by 750,000+ callers on a day to day basis across 30 different companies.
- Architected and created backend infrastructure, services to optimize contact center costs (reducing average monthly bills by \$35,000+), and custom CRM integrations to streamline customer case creation and resolution to reduce issue time-to-resolution.
- Built 10+ customer contact control panels (CCPs) with React and Typescript that are used by 70,000+ call center agents to provide a better interface and a streamlined workflow allowing them to complete their daily work and resolve issues for inbound calls from customers.
- Designed and implemented conversational AI bots with Amazon Lex and Amazon Kendra for dynamic voice-based issue-type routing in call centers. Leveraged OOP and ML patterns to collect insights on real world call transcripts and empirically determined domain-level topics, named entities, and dialog flows to cater to clients unique business requirements.
- Assisted a team of 15 junior level devs with project discovery and planning in order to provide them with a concrete set of requirements to follow during the implementation and development stage.

### Freelance Video Editor Radish Systems

02/2018 - Present

(Remote) Boulder, CO

Develops Visual Interactive Voice Response (IVR) systems for healthcare products

#### Achievements/Tasks

- Completed 20+ small video editing jobs to showcase new features added to their visual IVR application.
- Created a ChoiceView Phonebot feature video for a presentation given at the 2019 Amazon Connect Conference in Denver, CO.

### Software Engineer Intern Walker Products

05/2016 - 08/2016

Grand Junction, CO

After Market Manufacturer of motor vehicle oxygen sensors

#### Achievements/Tasks

- Reduced noise pollution in our local office space by building and programming a Raspberry Pi NodeJS server for remote engine testing.
- Increased productivity of factory workers by building an automated robotic arm to detect small resistors using OpenCV, pick them up, and position them for soldering to circuit boards.

## SKILLS

React NodeJS Jest/Cypress

ES6/7 Responsive Design AWS

Javascript CSS3 Typescript

Python PyTest HTML5 C++

OpenCV Java Spring ETL

Object Oriented Programming

SQL and NoSQL Schema Design

Solutions Architecture CI/CD

Docker Bamboo Terraform

Jenkins Version control / git

Cloud Migration Conversational AI

Agile / SCRUM Methodologies

## EDUCATION

### Bachelor of Science in Physics Colorado Mesa University

08/2016 - 12/2018

Grand Junction, CO.