Kurt Choi

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https://kurtchoi.dev

EXPERIENCE

Software Engineer   Mar, 2024 – Present
Cresta AI   Toronto, ON

- Developed and maintained a client-facing web platform that processes and analyzes large volumes of contact center call and chat data.
- Engineered various dashboards providing actionable insights to help clients improve customer service operations and decision-making.
- Built complex data visualization components using React and TypeScript to present contact center analytics in an intuitive interface.
- Designed and optimized database queries to handle large datasets while maintaining application performance.

Software Development Engineer   Oct, 2021 – Feb, 2024
Amazon.com   Toronto, ON

- Led initiatives to enhance backend subscription core technologies, tailoring subscriptions for over 10 million global users based on their unique offer eligibility. Focused on delivering a seamless customer experience.
- Designed and maintained scaleable and robust APIs, crucial for internal Amazon clients. These APIs supported the implementation of new features, core functionality maintenance, and reduced operational workloads.
- Engineered innovative solutions for complex problems, navigating seamlessly across multiple teams. Fueled by collaborative discussions with stakeholders, achieved alignment on approach and implementation, ensuring a cohesive and effective resolution.
- Implemented a refined communication approach and task effort estimation strategy as the team's scrum master, contributing to a commendable 15% improvement in the team's sprint completion rate.
- Orchestrated the seamless execution of a scale-up project gearing up for the high-stakes Q4 peak. As the team's point of contact, maintained an impeccable 100% uptime for a service fielding over 200,000 calls per minute.
- Committed to documentation, consistently assisting peers by reducing their effort on similar operational tasks by more than 30%.

EDUCATION

University of Waterloo   Waterloo, Ontario
BCS in Computer Science   June, 2021

PROJECTS

ARAM.tools | React, NodeJS, PostgreSQL, Kubernetes, CSS, REST API   Nov, 2022

- Developed a full-stack web application that analyzes and visualizes users' gameplay performance
- Utilized Riot Games Developer API to fetch and store user game data - used PostgreSQL and Django framework
- Internal API endpoints are created and utilized to analyze and generate various metrics on users' average performance
- React library is used to present visualization of these analyses
- The project is available **github.com/Hintful/aram.tools**

TECHNICAL SKILLS

Languages: Python, JavaScript (ES6), TypeScript, Golang, Java, HTML5, CSS3
Technologies: React, Redux, Node.js, Spring, PostgreSQL, Various AWS technologies (EC2, S3, DynamoDB, Lambda), REST API, Git, Protobuf