

# Larry Chiem

SOFTWARE ENGINEERING · B.S. IN COMPUTER SCIENCE

Redwood City, California

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## Skills

**DevOps** AWS, GCP, TensorFlow, Travis CI/CD, Linux, PowerShell, BATCH, Bash Scripting, Azure AD, JAMF Pro

**Tools** Jira, Git, GitHub, Confluence, Figma, Adobe Creative Cloud, Microsoft Office 365, FreshService, Aisera Ai, Okta SSO

**Programming** C++, Python3, BootStrap, HTML5, CSS3, JavaScript, Flutter/Dart, WebHooks,  $\text{\LaTeX}$

## Work Experience

### RingCentral

*Belmont, California*

ASSOCIATE IT ENGINEER

*Jun. 2021 - Present*

- Automating tasks for IT Deskside and for IT OPS, with achieving >90% in Goals & Initiatives
- Improving 110% in efficiency with automated Ticket Resolution
- Was converted from Intern in Aug 2021 for outstanding performance by developing and deploying Automation's for manual tasks

### Cruise Automation

*San Francisco, California*

IT SUPPORT SPECIALIST INTERN

*Jun. 2019 - Jan. 2020*

- Maintaining a 100% customer satisfaction Score (CSAT) from satisfied customers with handling Jira Ticketing for any IT Issues
- Collaborated with IT Team in Managing Active Directory, JAMF Pro, Landscape and Chef with collectively supporting Cruise's assets'

### Intel Corporation

*Folsom, California*

QA SOFTWARE TEST TECHNICIAN CONTRACTOR

*Jan. 2017 - Jun. 2017*

- Performed Automated Engineering Validation Testing With Python on Intel Processors & Improved productivity by 35%

## Projects

### Termination Automation

*Belmont, CA*

AUTOMATION ENGINEER

*May. 2022 - Aug. 2022*

- Self made Application to automate Return Merchandise Authorization (RMA) Assets from RingCentral
- Overall 225% improvement in Assets being returned on time with Automation
- Built using Selenium Automation, Python for the Back end, and Powershell/BATCH & Bash

### The Year Up Application

*Remote*

FREELANCE FULL-STACK SOFTWARE ENGINEER

*Jul. 2019 - Feb. 2020*

- The Application is a tool for students to get information and communicate with peers
- Helped showcase Alpha version of Application for Year Up
- Built using Flutter/Dart for the Front end and Python for the Back end

## Education

### California State University – Monterey Bay

*Remote*

B.S. IN COMPUTER SCIENCE

*Jun. 2022*

Courses Include: Software Engineering, Database Systems, Algorithms, Software Design

### Diablo Valley College (DVC) & Year Up

*Pleasant Hill, California*

A.S. IN COMPUTER SCIENCE & CERTIFICATE OF ACHIEVEMENT FOR IT SUPPORT SPECIALIST

*Jan. 2020*

Courses Include: Adv. Programming with C & C++, Assembly Lang., Prog. Design & Data Structures