

# K E V I N   A K T U G

## SOFTWARE ENGINEER

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### Software

Adobe Suite Deployment & Configuration  
Ansible  
Auth0  
CircleCI  
Docker  
Git  
GitHub/Gitlab  
JAMF  
JIRA  
MariaDB/MySQL  
NewRelic  
Rollbar  
Sidekiq  
Zendesk (Administration & Ticket Triage)

### Languages

Google Apps Script  
HTML/CSS  
JavaScript  
Ruby on Rails  
Shell/Bash/Zsh Scripting  
SQL  
VBScript

### Platforms

Apple MacOS  
GNU/Linux (Fedora, Debian)  
Microsoft Windows

### Education

Bachelor of Fine Arts in Game Art & Design  
The Art Institute of Washington | Graduated 2012

### Awards & Achievements

10x nominated for internal "Inkademy" awards for Innovation at Custom Ink.  
Graduated Magna Cum Laude with Highest Achievement distinction.

### Professional Experience

#### 2013-Present | Custom Ink - Fairfax, VA

February 2025-Present • Senior Software Engineer

October 2023-February 2024 • Software Engineer

April 2023-October 2023 • Associate Software Engineer

- Perform full-stack Ruby on Rails & Javascript development on from-scratch applications, microservices, & monoliths.
- Develop and improve automated routines that streamlined complex business processes, reducing manual efforts up to 90% in some cases, to increase operational efficiency.
- Help spearhead initiative to directly integrate with industry suppliers via PromoStandards-compliant APIs.
- Improved security and user management by migrating various applications away from bespoke authentication/authorization mechanisms to a consistent experience using Auth0 & OKTA.
- Use tools such as Rollbar and NewRelic to identify and resolve system performance bottlenecks.
- Actively participate in code reviews (pull requests), providing constructive feedback to enhance code quality and encourage continuous improvement within the development team.
- Use Git/GitHub for software version control, collaboration, and continuous integration/continuous deployment pipelines.

2020-April 2023 • Technology Manager

2015-2020 • Technology Specialist

2014-2015 • Production Art Development Coordinator

- Managed the Customer Care Technology Analyst, fostering their growth and skill development through regular one-on-one meetings, performance reviews, and project assignments.
- Maintained and organized our internal knowledgebase and produced weekly, informational summaries of tech/process changes for team member benefit. Helped improve knowledge retention through guided demos, in-person presentations, and regular knowledge quizzes.
- Developed comprehensive project proposals backed by detailed Return on Investment and Risk Analyses. These were achieved using business intelligence tools (Metabase), custom SQL queries, and visual aids to support decision-making and inform project prioritization in alignment with company goals.
- Collaborated closely with cross-functional teams, including Product Managers, UI/UX designers, Software Engineers, Quality Assurance engineers, and Business Stakeholders to improve customer and team member satisfaction with site features and internal tools.
- Supported and championed organizational change from Waterfall to Agile Development Methodology.
- Supported MacOS and Windows hardware/software for ~500 team members in an Enterprise environment, working with IT Security to ensure latest security updates and OS standards are maintained on JAMF Pro/Dell KACE/P9-managed endpoint devices.
- Created and championed a remote-work program which later allowed for rapid response to workforce management needs during early Covid spread.
- Performed in-depth QA support for tech changes across departments.
- Supported launch and integration of 6 new lines of business.
- Supported new merchandise additions within Custom Ink's catalog.
- Wrote and maintained Bash/Shell and Powershell scripts that automated workflows and assisted with system deployments and other maintenance.
- Helped lead new team member training/onboarding by provisioning hardware, software, and accounts, alongside on-site classroom support.

2013-2014 • Production Artist

- Processed customer designs to meet printability requirements while consistently exceeding productivity and accuracy targets.
- Provided merchandising and Adobe Suite support to department Technology Specialist.

#### 2011-2013 | Freelance Multimedia Artist - Fairfax, VA

2011-2013 • Firesabre Consulting, LLC

Jun 2012-Jul 2012 • Fiteeze

Oct 2012 • Ave Media, LLC

- Environment and Level Design contracting for Fortune 500 companies.
- Performed 3D terrain, architecture, prop, and character modeling, including texturing, uv unwrapping, and rigging.
- Created cross-platform graphical interfaces and user experience design for computers, consoles, and mobile devices.
- Created and managed patent applications for UI/UX designs.
- Completed level layout, look development, and 2D Art for the video game "Elite vs. Freedom".