

K E V I N A K T U G

SOFTWARE ENGINEER

linkedin@mailontheinternet.com

Software

Adobe Suite Deployment & Configuration

Ansible

CircleCI

Docker

Git

GitHub/Gitlab

JAMF

JIRA

NewRelic

Rollbar

Sidekiq

Zendesk (Administration & Ticket Triage)

Languages

Google Apps Script

JavaScript

Ruby on Rails

Shell/Bash/Zsh Scripting

VBScript

Platforms

Apple MacOS

GNU/Linux (Fedora, Debian)

Microsoft Windows

Education

Bachelor of Fine Arts in Game Art & Design

The Art Institute of Washington | 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

2023-Present • Software Engineer

- Develop, test, and document code changes in support of company goals.
- Develop routines which fully automated complex business processes.
- Help spearhead initiative to directly integrate with industry suppliers via PromoStandards-compliant APIs.
- Use tools such as Rollbar and NewRelic to identify and resolve system performance bottlenecks.
- Participate in code reviews and provided notes to improve code quality.
- Work with Ruby on Rails and JavaScript.
- Use Git/GitHub for software version control.

2020-2023 • Technology Manager

- Complete project proposals and ROI/Risk Analyses in pursuit of company goals.
- Supported organizational change from Waterfall to Agile Development Methodology.
- Advise on development efforts in coordination with product management and software engineering.
- Supervisor to the Customer Care Technology Analyst.
- Support MacOS in an Enterprise environment, working with IT Security to ensure latest security updates and OS standards are maintained on JAMF Pro-managed endpoint devices.
- Maintained all responsibilities from Technology Specialist role.

2015-2020 • Technology Specialist

- Prototyped and led initiatives that drove 20-60% automation rates within team workflows.
- Created a remote-work program which later allowed for rapid adaptation to workforce management needs during early Covid spread.
- Cross-trained to perform Jr-level Ruby on Rails and NodeJS software engineering tasks.
- Developed and maintained Art & Licensing team web & desktop applications.
- 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.
- Led desktop hardware and software support for ~200 team members.
- Prepared hardware and software for team member onboarding.

2014-2015 • Production Art Development Coordinator

- Maintained knowledge resources and sent weekly communication summarizing upcoming tech/process changes.
- Coordinated cross-functionally to reduce process friction across teams.

2013-2014 • Production Artist

- Processed customer designs to meet printability requirements.
- Consistently exceeded productivity targets and maintained high accuracy.
- Provided merchandising and Adobe Suite support to Art Technology Specialist.

2011-2013 | Freelance Multimedia Artist - Fairfax, VA

2011-2013 • Firesabre Consulting, LLC

- Environment and Level Design contracting for Fortune 500 companies.

Jun 2012-Jul 2012 • Fiteeza

- Terrain, Architectural, Prop, and Character modeling, texturing, unwrapping, and rigging.
- Graphical interface and user experience design for computers, consoles, and mobile devices.
- Created and managed patent applications for UI/UX designs.

Oct 2012 • Ave Media, LLC

- Level Layout, Look Development, and 2D Art for the video game "Elite vs. Freedom".