

Lawrence Sanzogni

Software Engineer | Full-Stack Development | System Design

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SUMMARY

Language agnostic software engineer who leverages both technical support and web developer background to create software products and solutions that focus on achieving modern software design benchmarks such as scalability, simplicity, modularity, efficiency, and reliability.

WORK EXPERIENCE

Technical CS Specialist

Amazon (Blink division), Austin, TX

August 2023 - October 2025

- Collaborated with backend teams to monitor internal and client-facing platform issues, using Jira as the main ticketing tool.
- Performed expert-level system log analysis to identify and isolate technical issues for swift resolutions, averaging 16.5 minutes.
- Deployed firmware updates to resolve software-related product issues using internal tools.
- Maintained an average monthly CSAT score of 90%.
- Authored support articles to expand technical documentation.
- Provided linguistic expertise for applicant vetting during interviews for bilingual support agent roles by formally evaluating fluency in Italian.

Web Developer

Freelance, Austin, TX

August 2022 - August 2023

- Applied Agile practices such as continuous integration and feedback loops to provide timely and comprehensive service to clients.
- Implemented caching and compression libraries to improve website performance by reducing the average file size by 50%.

Customer Care and Tech Support Level 1

Stride Inc, Austin, TX

May 2023 - August 2023

- Leveraged robust Salesforce CMS knowledge base for research and resolution of K12 platform and equipment problem tickets.
- Formulated technical solutions for K12 software and OS related-issues (partition restores, hard drive resets, browser cache resets, etc).

EDUCATION

Bachelor of Science in Computer Science

Western Governors University (WGU)

January 2024 - October 2025

Associate of Arts in Music

Palm Beach State College

August 2019 - December 2019

CERTIFICATIONS

Linux Essentials (LPI)

Issued by Linux Professional Institute - April 2025

<https://cs.lpi.org/caf/Xamman/certification/verify/LPI000651975/9cmvb5n46t>

ITIL® 4 Foundation Certificate in IT Service Management

Issued by PeopleCert on behalf of AXELOS – June 2025

Credential ID GR671788464LS

TECHNICAL SKILLS

- **Languages:** JavaScript, Python, Java, TypeScript, C++, Lua
- **Technologies:** React, Node.js, Spring Boot, Angular, Git, AWS, Linux, Pandorabots, CoppeliaSIM
- **AI/Data:** AIML, Chatbot Design, Data Modeling, Supervised learning, unsupervised learning
- **Other Skills:** Network Architecture, Debugging, Salesforce, Jira

PROJECTS

SiteScan

<https://github.com/Lawsan92/SiteScan>

Developed a financial projection tool that analyzes regional economic and demographic datasets to forecast business performance for prospective sites using a hybrid machine learning pipeline that combines linear regression and association rule learning to iteratively refine model accuracy through feedback-driven retraining.

Tech stack: Python, Django, Pandas, Matplotlib, MLxtend

Flaamenco

<https://github.com/Team-Dagobah/>

Backend engineer for an E-commerce platform. Contributions include: 1) Architected aggregator methods to improve ETL processes for over 20 million records. 2) Refactored SQL queries from legacy codebase to reduce data request latencies. Updates improved throughput, with stress tests revealing an average response time of 36 ms per request when handling 60,000 requests in a 60-second window.

Tech stack: JavaScript, PostgreSQL, Express, AWS EC2

Fabiosarts

<https://www.fabiosarts.com/>

Chief web developer for an online art gallery that increased clients' exposure by 30%. Features include: an eye-catching landing page animation, URL hashing for stack history, and responsive web design for mobile devices. Gallery assets were hosted on Cloudinary cloud storage and retrieved using Cloudinary API methods.

Tech stack: JavaScript, React, Node.js, Cloudinary API

WGUPS Parcel Delivery Service

<https://github.com/Lawsan92/WGUPS-Parcel-Delivery-Service>

Programmed a package delivery system that calculates optimized routes using a greedy/nearest-neighbor algorithm. Code modules included a custom hash table that permitted O(1) address lookup times using a symmetric distance matrix for route calculation. A reduction in total delivery mileage was achieved through the dynamic prioritization of non-EOD deliveries.

Tech stack: Python, Hash tables, Greedy Algorithm

LANGUAGES

English, Italian, French