

Lawrence Sanzogni

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SUMMARY

Language agnostic software engineer that leverages both technical support background to create efficient and reliable software solutions and freelance Web developer background for timely completion of project requirements via clear client communication using Agile methodologies.

WORK EXPERIENCE

Technical CS Associate (L3)

Amazon (Blink division), Austin, TX

August 2023 - present

- Collaborated with backend teams to monitor system issues via Jira ticketing.
- Expert system log analysis to identify and isolate technical issues for swift resolutions to ensure an average resolution time of 16.5 minutes or under.
- Used internal tools to deploy firmware updates to resolve software-related product issues.
- Maintained monthly CSAT scores of 90% and higher.
- Proposed and secured approval for recovery email feature on user app, decreasing problem ticket volumes by 5%.
- Assisted in vetting applicants for our Bilingual Italian agents by formally evaluating applicant fluency during 2nd round interview.

Web Developer

Freelance, Austin, TX

August 2022 - August 2023

- Applied Agile methodologies for continual feedback from clients resulting in timely project completion and accurate benchmarks.
- Implemented caching and compression libraries to improve website performance by reducing average file size by 50%.

Customer Care and Tech Support Level 1

Stride Inc , Austin TX

May 2023 - August 2023

- Navigated robust Salesforce CMS knowledge base for case research regarding K12 E-learning related issues.
- Formulated technical solutions for K12 hardware (partition restores, hard drive resets, browser resets etc..).

Section Leader

Trader Joe's, Delray Beach FL

October 2016 - February 2022

- Managed a top-4 product department through analysis and interpretation of sales data and enforcement of business standards and practices.
- Received yearly bonus for outstanding performance by improving efficiency in inventory practices.

LANGUAGES

English, Italian, French

TECHNICAL SKILLS

- Languages:** Javascript, TypeScript, Java, C++, Python, Bash scripting
- Technologies:** React, Node.js, Spring Boot, Angular, Git, AWS, Linux
- Skills:** Network Architecture, Debugging, Jira

EDUCATION

Bachelor of Science in Computer Science

Western Governors University (WGU)

2024 - 2025

Associate of Arts in Music

Palm Beach State College

2016 - 2019

PROJECTS

DocuScraper

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

Developed web application that emulates the egrep Linux command-line utility by running scraping algorithms on uploaded text files using expressions from the JavaScript RegExp object.

Tech stack: React, NodeJS, Express

Fabiosarts

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

Chief web developer for an online art gallery that increased client's exposure by 30%. Features include: a landing page animation, url hashing for stack history, responsive web design for mobile devices.

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

Flaamenco

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

Backend engineer for legacy E-commerce website. Contributions included: designed PERN aggregator methods for the organization and retrieval of over 20 million database records, refactored SQL statements to improve http request latencies to take as little as 36 ms per request and handle up to 60 000 requests per minute.

Tech stack: JavaScript, PostgreSQL, Express, ec2, loader