

Software Engineer with 4-year degrees in Computer Science & Economics & 2+ years of experience developing & supporting APIs, dashboards, & microservices within an Agile Scrum framework.
Focus of current work involves the development & support of infrastructure-provisioning automation in a hybrid cloud environment

EDUCATION

UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

Aug 2018 – Dec 2021

Computer Science, B.A. & Economics, B.A. | GPA 3.67

- Made UNC Dean's List for past 3 consecutive semesters
- Worked & studied abroad in Barcelona, Spain for Spring 2020 semester

EXPERIENCE

CISCO SYSTEMS, INC – Research Triangle Park, NC

Multinational tech conglomerate with a focus on cloud, networking, and cybersecurity solutions

Software Engineer

Jan 2021 - Present

- Developing back-end automation for facilitating infrastructure-provisioning requests and workflows
- Created and maintained account-syncing automation across ~5,000 teams (~235k account mappings)
- Composing thorough & descriptive client & provider documentation
- Improving infra-provisioning applications through bugfixes, enhancements, and on-call support

Software Development Intern (Core Finance IT, Infra and Container Services)

May 2020 – July 2020

- Created an interactive Webex chatbot for generating predictions of process execution times
- Facilitated migration of a permissions-requesting application to a microservice-based architecture
- Developed web application for auditing ~\$200m worth of transaction data & handling errors daily

May 2021 – Aug 2021

SENSING EMOTIONS & KNOWLEDGE GROUP – Barcelona, Spain

Technology startup specializing in cloud-based user experience & playtesting analytics

Software Development Intern

Jan 2020 – Mar 2020

- Articulated optimal methods for play-test feedback communication via informational articles
- Developed biometric processing functions, primarily using the FFMPEG API in JavaScript

UNC-CHAPEL HILL ITS– Chapel Hill, NC

UNC's on-campus IT support for students, faculty, & affiliates

Customer Service Representative

Oct 2018 – Dec 2019

- Diagnosed, resolved, & documented an average of 5 technology issues per hour
- Demonstrated solution processes to clients in a descriptive & simple manner
- Received 4.85 out of 5 average rating in post-service customer surveys

SKILLS & CERTIFICATIONS

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- Well-versed in Python, GoLang, & JavaScript/TypeScript programming languages
 - Intermediate in Java, C/C++
 - Proficient understanding of CI/CD pipeline, microservice, and container orchestration technologies (Docker/K8s, Ansible, Jenkins, Argo Workflows)
 - Certified Kubernetes Application Developer (Valid until 04/11/2027)
 - Practiced in Agile Scrum development methodologies and technologies (JIRA Align, JIRA Cloud)
 - Excellent written & oral communication skills