MELODY V. GRIESEN

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OBJECTIVE

To obtain a mid-level position applying practiced technical skills and creative problem-solving.

EDUCATION

North Carolina State University (NCSU) – Raleigh, NC   **Graduated May 2022**

   B.S. *Computer Science*, 3.95 Cumulative GPA
      Coursework: *Software Engineering, Network Security, Cryptography*
   CSC Honors. Cybersecurity track. Minors in Math, Music.

North Carolina School of Science and Math (NCSSM) – Durham, NC   **Graduated May 2018**

EXPERIENCE

Software Engineer – Genesys, Durham (Hybrid)   **May 2022 – Present**

- Analyze and address incidents in a distributed enterprise cloud microservices architecture
- Improve team efficacy through CLI automation, ops documentation, & process improvement
- Organize and communicate well-detailed technical information and work items

Peer Teaching Fellow (Adv. Java and OOP) - NCSU, Raleigh   **January 2020 - May 2022**

- Eliminate ~3 hrs grading work per week via software automation (C, Bash)
- Establish consistency & simple onboarding w/ 85 pages of maintained process documentation
- Reputation as helpful and friendly among students – "best TA I've ever had"

TECHNICAL SKILLS

- **Languages:** Java, Python, Bash, Groovy, C, SQL
- **Tools:** Git, Jenkins, Sumo Logic, New Relic, Jira, Vim, Swagger, Locust, Excel/Sheets
- **Concepts:** Cloud (Serverless, VMs, Event streaming), Algorithms+Data Structures
- **Environments/Frameworks:** AWS, Microservices, Linux, Spring, REST
- **Databases:** DynamoDB, MySQL, MongoDB

PERSONAL SKILLS

- Proven leader who coordinates teams and communicates under pressure with tact
- Technical communicator, skilled at conveying info to technical & non-technical audiences
- Strong initiative to optimize team workflow w/ tooling and improved quality of life

ACTIVITIES

- Research in academia: Low-level pattern matching extensions in C   **January - May 2021**
  - Adapting academic research into practical implementation; Java prototypes
- Passionate musician and composer: Voice + 6 instruments
  - 3 orchestral arrangements performed in concert   **2015, 2016, 2018**

REFERENCES

Taylor Jones, *Senior Software Engineer*, Genesys

Taylor.Jones@genesys.com
linkedin.com/in/taylor-jones-b192a51b

Taylor Jones was my manager for my summer 2021 internship at Genesys. He has directly observed my software engineering skills in a corporate cloud-reliant environment.

Dr. Heckman, *Director of Undergraduate Programs & Teaching Full Professor*, Computer Science at NCSU

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North Carolina State University
890 Oval Dr., Campus Box 8206
Raleigh, NC 27695

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sarah_heckman@ncsu.edu

Dr. Heckman was my supervisor for my Peer Teaching Fellows position. She has seen me consistently contribute above and beyond to the course's development and improvement.

Dr. Jamie Jennings, *Teaching Assistant Professor*, Computer Science at NCSU

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jjennings@ncsu.edu

Dr. Jennings was my mentor for my pursuits in undergraduate research. She has watched me invest myself more and more in the fascinating niche of computer science that she teaches.