ROYCE MATHEWS

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EXPERIENCE

Dell Technologies — Remote
Senior Software Engineer AI Platform and Enterprise Solutions Research — October 2022 - Present

· Scaled AI model management to support over **2M+ daily requests** by designing and leading the implementation of an AI Model Service Mesh across a multi-datacenter Kubernetes deployment.
· Led the redesign of the AI gateway's rate limiting feature, achieving **no-code deployments** of new models.
· Reduced **change request tickets by 90%** by empowering non-technical users across hundreds of projects via deployment of configurable rate-limiting capabilities backed by hardware usage telemetry.
· Built a distributed Batch Service to process **50K+ LLM requests**, collaborating with the supply chain team to cut processing time by **3×** and **automate decision-making from days to hours**.
· Awarded **GenAI Champion** nomination for prototyping a RAG chatbot, accelerating internal knowledge sharing and documentation discovery.

JPMorgan Chase & Co. — Plano, TX
Machine Learning Engineer Risk Forecasting — October 2021 – October 2022

· Developed end-to-end data pipelines **supporting over 100K records daily**, ingesting, transforming, and generating features from multiple data sources.
· Enhanced business analyst workflows, **cutting analyst work items by 70%** by conducting early-stage data analysis, automating routine tasks, and adding confidence intervals to help prioritize work items.

Motio, Inc. — Plano, TX
Software Engineer Business Intelligence Reporting Version Control — May 2016 - October 2021

· Secured the product's **largest customer** by designing and prototyping delegated authentication, enabling seamless Single Sign-On across multiple authentication providers.
· Reduced login time from **2s to 40ms (98% faster)** by optimizing Single Page Application (SPA) resource loading.
· Boosted **performance restoring old reports by 100%** by identifying and optimizing costly SQL queries.

PROJECTS AND VOLUNTEERING

RuneLite Open Source Application - Release 1.5.1

· Assisted **300K active daily users** by implementing an enhancement to the idle notification plugin.
· Engaged in forums with **200K users** to identify and scope codebase issues and features.

Content Search Ranking - JPMC Hackathon

· Led a team project that **placed in the top 10 city-wide**; impressed judges with enhanced Confluence search accuracy designed to support developer productivity.

ACM Industry Mentor - UT Dallas

· Mentored **top 1% of computer science students** by offering industry insights to support the development of their semester projects.

EXPERTISE

Languages	Java, Python, Go, JavaScript, SQL
Frameworks	Spring, FastAPI, React, Node.js
Technologies	Kubernetes, Docker, Kafka, AWS (ECS, Lambda, S3)

EDUCATION

University of Texas at Dallas
BS in Computer Science - May 2017
Dean's List