

# Raoul Rego

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## Skills

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**Programming Languages:** C#, PHP, Java, Scala, Python, JavaScript/TypeScript, C, Objective-C, PL/SQL

**Frameworks & Platforms:** .NET, Magento, React, Node.js, jQuery, Polymer, Android, iOS, Spring, Adobe Experience Manager, Azure

**Tooling:** Docker, Composer, Vagrant, Git, VIM

## Experience

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**Software Engineer**, Microsoft – Redmond, WA

Mar 2022 – present

- Worked to onboard major Microsoft websites like **Outlook.com** and the **Microsoft Store** onto the Adobe Experience Manager Cloud platform by creating Azure deployment pipelines and performance monitoring tools.
- Designed and developed **Scala** based performance load testing project, and identified critical performance deficiencies in our cloud environments.
- Created features with **C#/.NET**, **TypeScript**, and **React** for internal automation platform, including conversational UI chatbots, telemetry, automated ticket routing, and notifications for email and Microsoft Teams.
- Wrote complex dialog workflows for our chatbot, used to create over 20,000 tickets per week by thousands of users. The estimated ROI of certain workflows I created were \$100k+ annually. Workflows I contributed to had an ROI \$3Mil+ annually.
- Worked on integration of enterprise ChatGPT into our chatbot to improve the quality of responses.
- Collaborated with project managers to create PowerBI dashboards to indicate ROI of team's contributions as well as the health of our platform.
- Added robustness features to our applications, eliminating hundreds of recurring production incidents and improving reliability for users.

**Software Engineer**, Adobe – Austin, TX

Feb 2019 – Mar 2022

- Core developer for Magento 2 Open Source and Enterprise eCommerce applications using **PHP**, **SQL**, and **JavaScript**
- Increased performance of pull request builds by rewriting internal tool to reduce memory usage by GBs and decrease execution time over an hour.
- Created **TypeScript** Github Pull Request bot to ensure all code contributions to Adobe standards. This bot is used on every internal project at Magento.
- Fixed, configured, and ran publishing builds to deploy releases of Magento for internal testing and public releases. These public releases are run by over 250,000 active online stores.
- Improved code quality of core and infrastructure codebases by performing numerous code reviews on contributions from 3rd party vendors and my own team.
- Upgraded **PayPal** integration to latest SDK. This is the most utilized payment solution on our platform and thus will be used by thousands of stores.
- Achieved the Magento Associate Certification, a demonstration of developer competency for the Magento 2 Open Source platform

**Entertainment Group Summer Intern**, AT&T – El Segundo, CA

June 2017 – Aug 2017

**Dell Financial Services IT Intern**, Dell – Round Rock, TX

May 2016 – Aug 2016

**Junior Mobile Engineer**, Nead Werx – Atlanta, GA

May 2014 – Dec 2015

## Education

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**BS**    **Georgia Institute of Technology**, Computer Science

Dec 2018