Raoul Rego

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Education

BS	**Georgia Institute of Technology**, Computer Science	Dec 2018

Experience

Software Engineer, Microsoft – Redmond, WA   Mar 2022 – present

- Worked to onboarded major Microsoft websites like **Outlook.com** and the **Microsoft Store** onto the Adobe Experience Manager Cloud platform by creating Azure deployment piplines and performance monitoring tools.
- Designed and developed **Scala** and **Gatling** based performance load testing project, and identified critical performance deficencies 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 application, 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 semantic version checker to reduce memory usage by GBs and decrease execution time over an hour.
- Created **TypeScript** Github bot to ensure all pull requests conform to "Definition of Done" guidelines. 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
Java/Spring and JavaScript/Polymer Development

Dell Financial Services IT Intern, Dell – Round Rock, TX   May 2016 – Aug 2016
C# .NET development

Junior Mobile Engineer, Nead Werx – Atlanta, GA   May 2014 – Dec 2015
Android Java, Objective-C iOS, and PHP middleware development

Skills

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

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

Tooling: Docker, Composer, Vagrant, Git, VIM