

Raoul Rego

✉ raoulrego@gmail.com ☎ (912) 346-6060 @ rrego6.github.io

Skills

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

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 e-commerce 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 by over an hour. This build is used on all code contributions to the Magento project.
- Created **TypeScript** GitHub Pull Request bot to ensure all code contributions met 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

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

Dec 2018