

Stefon Miller

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Education

University of Pittsburgh

Bachelor of Arts in Computer Science
Bachelor of Arts in Information Science

Pittsburgh, PA

May 2022

GPA: 3.78

Skills

Languages

JavaScript, Python, Java, Ruby, Rails PostgreSQL, MySQL, MongoDB, C, PHP

Frameworks / Libraries

Tensorflow, Pandas, Angular, React, Node/Express, Mongoose, Hadoop, JUnit, JxCucumber, Selenium

Developer Tools / Miscellaneous:

Workato, Salesforce, Jira / JQL, Slack Workflows, Apps Script, Git, Docker, Kubernetes

Experience

Assigned Support Engineer

May 2022 – Present

Coupa Software

Pittsburgh, PA

- Supported premium customers by troubleshooting and resolving technical issues
- Architected, deployed, and supported improved global procedure for high-severity issues
- Rebuilt and improved incident management procedure using Workato
- Provided multiple reports and dashboards in Jira and Salesforce to provide visibility into support KPIs
- Created tool to enhance collaboration between account managers and support
- Implemented ticket triaging workflows in use across teams
- Engaged with multiple organizations (leadership, support, operations) to create multiple process improvements
- Established best practices and improved awareness through documentation

Senior Technical Consultant

Aug. 2020 – May 2022

University of Pittsburgh

Pittsburgh, PA

- Created advanced support documents for other consultants on Salesforce
- Developed style guide for knowledgebase documentation
- Engaged with leadership to improve processes and consultant productivity

Projects

Wordle Solver (Python)

Mar. 2022 – Mar. 2022

- Created an automation tool to solve the current wordle puzzle each day
- Performed statistical analysis on the English language to determine best guesses with a solution rate of 99.8%
- Integrated bot with Twitter to post solutions each day
- Deployed script to a server and ensured stability/reliability of software

LBAL Automator (Python)

Feb. 2023 – Jun. 2023

- Created UI automation script to play and win a slot machine game
- Used optical character recognition and template matching to determine current game state
- Implemented statistical algorithm to determine approximate expected value of each spin