

# Audrey Daguman

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## TECHNOLOGIES AND LANGUAGES

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- Languages: Python, JavaScript/TypeScript, HTML/CSS
- Technologies: **AWS Cloud Certified**, GCP Cloud, SQL/NoSQL, Firebase, HTTP and Backend Web
- Other: REST API Design, Automation, Cybersecurity, POC Development, RFPs, Software Demos

## WORK EXPERIENCE

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### **Solution Engineer (Remote)**

**May 2023 – Present**

BMC Software

Houston, Texas

- Provided technical leadership through the entire sales cycle, delivering product demonstrations and technical evaluations to ensure customer success with Helix Control-M.
- Translated complex technical features into clear, compelling value propositions for both technical and non-technical stakeholders, driving product adoption and identifying additional automation use cases.
- Built an internal AI-powered chatbot using OpenAI's API, accelerating RFP responses and enabling the sales team to craft tailored outreach based on customer needs.
- Collaborated with cross-functional teams to solve customer challenges, build scalable automation solutions, and foster strong relationships with technical champions within customer organizations.

### **Software Engineer, Anti-Fraud (Remote)**

**2021 – 2022**

The Heart Project

Los Angeles, California

- Defined, designed, and implemented an automated screening pipeline in Python to combat bot attacks on our community platform.
- Optimized said pipeline to handle attacks of over 100+ events per second, with a lifetime 50,000~ fraud and spam accounts stopped before reaching our customers.
- Built tooling to help internal moderation teams with optimizing their workflow, allowing them to more efficiently watch over 30,000 community members.
- Designed applications with a 2 day turnaround time for as-needed business requirements, such as a custom RSVP system to host a community meet-up.

### **Backend Engineer (Remote)**

**2018–2021**

AMNotify

Toronto, Canada

- Developed a license key management system supporting 10,000+ monthly users, integrating SAML-based SSO and OAuth for secure user access.
- Maintained backend infrastructure with NoSQL databases and developed Business Intelligence scripts using Python to support data-driven decision-making.
- Collaborated directly with customers to troubleshoot payment, authentication, and technical issues, playing a pivotal role in customer support.

## EDUCATION

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### **AWS Certified Solutions Architect - Associate (Certification)**

**Jan 2023**

### **College of Southern Nevada**

**2019-2022**

Completed 60 Credits toward a Bachelor of Science in Computer Science

Las Vegas, Nevada