





# Austin Thomas

Fullstack Software Engineer

## CONTACT

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## STACK

### Languages

Go, MySQL, Vue, TypeScript, PHP, HTML/CSS

### Tools

AWS, Docker, Git, Copilot

### Dabbling

Bash, IAS (TF/Ansible), Heroku, GraphQL

## EDUCATION

### Certificate in Software Engineering

#### University of San Diego x Fullstack Academy

April 2021

### B.S. in Business Administration in Entrepreneurship

#### Sierra Nevada University

June 2020

## WORK EXPERIENCE

### Senior Software Engineer @ Ezoic

2025 - Present

- Pitched then built an internal AI copilot for account managers that **cut QBR prep times in half**
- Created automated search infra for our KB + previous support tickets which **decreased ticket resolution time by 30%**
- Reworked our support backend with improved architectural design, caching strategies, and error handling. DB load & page load times are down; **client and staff QOL is up**

### Software Engineer II @ Ezoic

2023 - 2025

- Built our customer-facing AI support chatbot, which **reduced new tickets by 40% within 6 months**
- Created an internal AI-powered knowledge base article editor and gave the client-side article hub a serious facelift
- Developed an integration that processes account manager inbox emails into our ticketing system for improved tooling + metric tracking

### Software Engineer I @ Ezoic

2021 - 2023

- Built a centralized contractor login system that nobody asked for but everyone needed
- Created a way to securely share website credentials from the user's dashboard → our 3rd party password manager
- Migrated critical services from legacy open-source PHP to Go, improving system performance and codebase maintainability

## PROJECT HIGHLIGHTS

### Account Manager Copilot

Jun 2025

A natural language chat in the CRM that helps expedite account manager workflows, like QBRs and Site Quality Reviews. Streams from an assistant with custom-built tool call infrastructure that can search previous conversations, pull metrics, investigate revenue drops, and more.

#### Technologies

Go, MySQL + GQL, Vue

#### APIs/Integrations

LLM APIs, OpenSearch, AWS

### AI Support Chatbot

Jun 2023

A generative AI-powered client-facing chatbot that reduced new support tickets by 40% within six months. Built during the "wild west." Uses a custom-built chat flow that feels like chatting with an LLM while enforcing guardrails and supporting escalation to a human.

#### Technologies

Go, Vue, MySQL, Docker, AWS

#### APIs/Integrations

OpenAI, S3