

BRIAN LUK

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EDUCATION

Cornell Tech, New York, NY

May 2021

Master of Engineering in Operations Research and Information Engineering

Merit Scholarship Recipient

Relevant Coursework: Applied Machine Learning, Advanced Strategic Analysis, Data Science in the Wild, Deep Learning (Spring 2021), Optimization methods

Brandeis University, Waltham, MA

May 2016

Bachelor of Art in Computer Science, Political Science | GPA: 3.3

TECHNICAL SKILLS

Coding Language: Python, SQL, Java, CSS, JavaScript, HTML

Operating Systems: UNIX, Linux

Other Tools: Pandas, NumPy, Scikit-learn, Matplotlib, Seaborn, Git, Pivotal Tracker, Jira, Zendesk, Selenium Web driver, Jenkins, Google Big Query, Docker, AWS

PROJECTS

Yu-Gi-Oh! Card Price Arbitrage Seeker, (Python)

Mar 2020 - Present

A web scraper that looks for the cheapest listing of cards in Amazon

- Generated a spreadsheet of the top 3000 cards and each of its cheapest listing in Amazon daily
- Accounted for \$500 USD of weekly profit
- Automated a scheduled daily running of the program using Cron job in a UNIX OS system
- Streamlined the delivery of the spreadsheet via email in the program

EXPERIENCE

Voyager, Software Engineer, New York, NY

Mar 2019 - Mar 2020

- Built automated UI test framework for key product, eliminating 70% of manual regression test
- Integrated automated test into Jenkins continuous integration platform, streamlining test and build process
- Logged and reviewed all tickets related to UI test framework in Jira ticketing system
- Implemented integration tests in Node.js backend server, increasing test coverage by 30%

TradeIt, Lead Support Engineer, New York, NY

June 2016 - Dec 2018

- Managed all requests via Zendesk ticketing system (L0, L1, L2, L3) with accordance to SLAs
- Led, designed, and built L0 + L1 support infrastructure (FAQs, contact form, automated email responses), eliminating 90% of manual L0 + L1 support
- Automated the creation and logging of stories in Pivotal Tracker based on Zendesk tickets, reducing manual stories tracking by 40%
- Investigated and prioritized all L3 tickets, and resolved tickets by triaging problems with engineering team
- Addressed client expectations by developing strong relationship with sales and engineering team
- Led effort in client onboarding, and created technical documentation on all systems

LEADERSHIP

Brandeis University Varsity Swimming & Diving, Captain, Waltham, MA

Sept 2014 - Mar 2015

- Led the men team to its first victory since Feb 2009 in 2014 over Clark University (<https://www.brandeisjudges.com/sports/mswimdive/2013-14/releases/20140201tldhys>)

CERTIFICATION/ OR PUBLICATIONS (only use if you have any certifications or publication)

- Data Analyst Nanodegree by Udacity - <https://confirm.udacity.com/MT2JF7F4>
- Machine Learning by Coursera - <https://coursera.org/share/f23340cfc37deab9b3e7d8d879065236>
- The Data Scientist's Toolbox by Coursera - <https://coursera.org/share/7e0886ba6b832dab374b63a0f223ad80>
- Linear Algebra by Coursera - <https://coursera.org/share/05aedfa9dfa7ff4918b3c7cdda10dcee>
- Single Variable Calculus by Coursera - <https://coursera.org/share/b30acd2e6f57da9337b19a2dfd4f41ab>