Caleb Leung

(858) 848-9389 • caleb@calebleung.com • github.com/calebleung • Seattle, WA

Comcast Technology Solutions **Seattle, WA**
Dedicated Support Engineer **July 2018 – Present**

- Recreated tools missing source code to allow for easier upkeep and expanded functionality
- Integrated existing tools via a confluence of languages to visualize and automate service maintenance
- Developed a PowerShell script that maintains and schedules file deletion over multiple Windows VMs and reports back to a Python-powered server
- Created Python tools to improve understanding of workflow topology, programmatically resolve issues, and generate custom reports
- Developed JavaScript tools to automate awareness of clients' High Profile Events
- Managed internal and external clients, driving meetings to go over progress and determine priorities for the week ahead
- Provided solutions for clients through implementing and optimizing workflow processes, improving scalability and availability of clients' existing media processing workflow

Media Temple **Los Angeles, CA**
Software Engineer **January 2014 - March 2015**

- Lead development of user backup service which helped bring in over $1MM in revenue in 2014
- Reduced support load by automating SSL certificate installations across an entire product line
- Halved response times by creating Bash scripts to monitor spam trends

Media Temple **Los Angeles, CA**
CloudTech Engineer **June 2013 - January 2014**

- Utilized JavaScript to boost department response time through enhanced alert system
- Reduced organization's workload by over 85% with the creation of a Python script to automate server migrations

Media Temple **Los Angeles, CA**
Customer Support **October 2011 - June 2013**

- Fast-tracked to highest level support agent in less than a year
- Increased efficiency by distilling customer-provided information via JavaScript
- Accelerated support agent response time by revamping PHP and JavaScript applications

Skills

- Languages: Python, JavaScript, HTML5
- Technologies: Linux, Flask, Node.js