

Caleb Leung

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I want to improve user experience through building better tools through scripting, documentation, and automation.

Comcast Technology Solutions Dedicated Support Engineer

Seattle, WA
July 2018 – Present

- 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 and cross-reference related information more efficiently
- 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 Software Engineer

Los Angeles, CA
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 CloudTech Engineer

Los Angeles, CA
June 2013 - January 2014

- Provided priority support to VIP customers
- Utilized JavaScript to boost department response time through enhanced alert system
- Reduced organization's workload by over 85% with the creation of an automated server migration process.

Media Temple Customer Support

Los Angeles, CA
October 2011 - June 2013

- Fast-tracked to highest level support agent in less than a year
- Responded to technical and billing inquiries via phone, real-time chat support, and tickets.
- Assisted with system-wide incidents which affected all customers on specific products.
- Accelerated support agent response time by revamping PHP and JavaScript applications

Skills

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