

Caleb Leung

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Profile

A quick learner with 4+ years of experience delivering and supporting customer-focused products.

Key Results:

- Provided value by leading development of service which helped bring in over \$1MM in revenue
- Improved quality of life through automation and optimization, notably reducing the support organization's workload by over 85% during a large-scale migration effort

Independent Projects

March 2015 – Present

- Enhanced quality of life for thousands of users by automating Steam's product discovery service
- Ensured the preservation of all text messages for users moving from Google Voice to Project Fi

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 in the Perl back-end of the Grid shared hosting product
- Halved response times by creating Bash scripts to monitor spam trends

CloudTech Engineer

June 2013 - January 2014

- Boosted department response time through development of an enhanced alert system
- Reduced organization's workload by over 85% with the creation of a Python script which automated server migration process.

Customer Support

October 2011 - June 2013

- Fast-tracked to highest level support agent in less than a year
- Accelerated support agent response time by revamping PHP and JavaScript applications

Skills

- Languages: Python, JavaScript, HTML5, Bash, PHP
- Technologies: Flask, Node.js, React, MySQL