Caleb Leung

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Profile

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

Key Results:

- Frequently praised by customers for excellent support through tweets and follow-up messages to managers
- Improved quality of life through automation and optimization

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

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, PHP
- Technologies: Flask, Node.js, React, MySQL