

# CHRISTIAN BRITTON

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## SUMMARY

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Software Engineer with over 10 years of technical expertise and exposure to creating and enhancing innovative software solutions using Python, Java, and cloud technologies like GCP and Rancher. My experience demonstrates a deep understanding of DevOps practices and Agile software development methodologies, with a proven track record of delivering successful, cost-effective projects that integrate cutting-edge technology such as AI and LLMs. I aspire to leverage my technical and leadership skills in a senior role, driving forward-thinking solutions and fostering a collaborative team environment.

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## EMPLOYMENT HISTORY

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### SOFTWARE ENGINEER II | Jul 2021 - Present

#### *Cox Communications Inc. - Atlanta, GA*

- Develop, evolve, and maintain an internal Sales Communications and Knowledge Management (KM) platform that is written in Python, HTML, CSS, JavaScript, and JQuery and is utilized by frontline, 3rd party, and retail Sales Agents
- Maintain strict Model-View-Controller (MVC) principles across the whole team's tech stack
- Utilizing CI/CD fundamentals, maintained a deployment pipeline through Development, Quality Assurance, and Production environments via Jenkins Pipeline
- Led the PaaS environment migration from Rancher to Google Cloud Platform (GCP, Anthos), streamlining deployment processes, reducing downtime, and ensuring robust infrastructure scalability
- Take the lead on multiple projects that require input from internal and 3rd party teams
- Executed meticulous security protocols and continuous system monitoring via an internal security suite and Prisma Cloud Monitoring, safeguarding data integrity and enhancing platform reliability
- Perform DevOps maintenance and patching for the team's managed systems using Kubernetes and Docker
- Conducted meticulous User Acceptance Testing, ensuring high-quality deployments and minimizing post-launch issues across environments
- Use and provide feedback on REST APIs from multiple internal and external services to ingest KM content, provide translation services, allow user profile services, etc.
- Gather feedback from key stakeholders, create user stories, and seek to improve the functionalities of the KM system
- Partner with Content Admins to better understand and evolve their use of the KM platform
- Partner with other Sales teams to produce KM solutions
- Leverage data analytics to compile actionable metrics, driving informed decision-making and continuous improvement in Sales Agent performance
- Provide weekly and monthly metric updates for pertinent KPIs
- Implemented agile methodologies, enhancing team efficiency and project delivery timelines, utilizing Jira for streamlined task management
- Pioneer a Graph Database (GDB) implementation, harnessing Machine Learning to unlock valuable insights from Agent-produced data and enhance system capabilities
- Onboard New Relic as an Application and Infrastructure Monitoring tool across all non-production and production environments
- Participate in weekly Change Advisory Board meetings to inform leaders about changes to company software environments as well as any degradations of Sales-related services
- Participate in the Python@Cox group to partner with other teams and expand understanding of the Python coding language
- Maintain a constantly developing understanding of the newest Common Vulnerabilities and Exposures (CVEs)
- Work with multiple mentors to expand Sales, Business, and technology-related knowledge

- Enhanced system efficiency by optimizing Python scripts and improving knowledge management workflows for seamless sales operations
- Collaborated with cross-functional teams to integrate third-party APIs, optimizing the KM platform's functionality and enhancing user experience
- Foster cross-functional partnerships, leading multi-team projects and aligning stakeholder needs to deliver impactful Knowledge Management solutions

#### **TECHNICAL ANALYST | Sep 2018 - Jul 2021**

##### ***Barrow County School System - Winder, GA***

- Provide maintenance to district devices including but not limited to desktop computers, laptop computers, Chromebooks, switches, Virtual Reality setups, and monitors
- Facilitated tech integration in classrooms, enhancing educational experiences and fostering teacher collaboration for enriched learning
- Spearheaded maintenance of diverse tech systems, from VR setups to broadcast studios, fostering a cutting-edge learning environment
- Partnered with teachers to integrate technology in classrooms, aligning tech solutions with lesson plans for enriched, student-centered learning experiences
- Understand lesson plans and how to provide students with a technology rich lesson
- Diagnosed and resolved complex networking issues, maintaining high reliability of wireless networks and VoIP systems across the district
- Managed user accounts across Google and Office 365 platforms, ensuring seamless access and support for both teachers and students
- Received 8 "Shining Moments" awards from the Sims Academy of Innovation and Technology

#### **ITS INTERN | Jun 2016 - Sep 2018**

##### ***Barrow County School System - Winder, GA***

- Assisted in the day-to-day maintenance and repair of all district computer systems. This includes Windows devices, both desktops and notebooks, Chromebooks, and Mac hardware
- Maintained, repaired, and mounted interactive projector systems used for instruction
- Work directly with teachers to address specific needs regarding how technology is used within their classroom
- Provided support for Chromebooks and iPads. This includes the use of the Chrome Management Console to help manage chrome devices and district G-Suite Accounts as well as using AirWatch for managing iPads and app deployment.
- Supported a new streaming platform being rolled out to Elementary Schools.
- Helped schools create audio and video presentations of schools using Adobe Creative Cloud.

#### **STUDENT INTERN | Aug 2014 - Jun 2016**

##### ***Barrow County School System - Winder, GA***

- Served as a bridge between the Technology and Teaching and Learning departments.
- Delivered comprehensive hardware and software support for Chromebooks and iPads, ensuring optimal functionality for educational activities.
- Contributed to the meticulous maintenance and repair of district-wide computer systems, minimizing downtime and maximizing resource availability.
- Developed and conducted training sessions on new educational technologies, empowering teachers to effectively integrate digital tools in classrooms.

### **EDUCATION**

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#### **MASTER OF SCIENCE IN COMPUTER SCIENCE | Aug 2019 - May 2021**

##### ***University of Georgia - Athens, GA***

GPA: 3.95

Relevant coursework: Cyber Forensics, Secure Programming, IoT Security, Cyber Security, Computer Networks, Advanced Algorithms, Approximation Algorithms, Computer Finance, Parallel Simulation, and Financial Market Simulation

Project experience in Rust, Python, C++, C#, C, Java, JavaScript, Socket Programming, Spring

## **BACHELOR OF SCIENCE IN COMPUTER SCIENCE | Aug 2016 - May 2020**

### ***University of Georgia - Athens, GA***

GPA: 3.45

Relevant coursework: Computer Networks, Operating Systems, Human-Computer Interaction, Computer Architecture, Algorithms, and Software Development

Project experience in Python, C++, C, Java, JavaScript, Perl, Spring

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## **SKILLS**

Secure Programming, Python, HTML, CSS, JavaScript, JQuery, MVC, CI/CD, Jenkins, Docker, REST APIs, Agile Software Development, Graph Database, Machine Learning, DevOps, Networking, TCP/IP, DHCP, DNS, HTTP/HTTPS, Linux, Windows, Mac OS.

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## **RESEARCH AND CLUB AFFILIATIONS**

### **RESEARCH EXPERIENCE**

#### ***Graduate Research Student, University of Georgia Department of Computer Science***

Assisted a group of interdisciplinary researchers from the University of Georgia and Georgia Tech on a project involving computational finance, stock markets, latency statistics, latency impact, and parallel simulation

Worked on a research project that aimed to show that latency affected the decisions of different types of agents (Zero Intelligence, Order Book Imbalance, etc.) in a financial market (NYSE, AMEX, NASDAQ, etc.)

Completed a comprehensive report on findings

#### ***Undergraduate Research Student, University of Georgia Department of Public Health***

Conducted a systematic review of the Zika Virus (ZIKV) using an analysis algorithm and publications from EndNote

Assisted in the development and maintenance of an internal website used to log field information

Assisted in the grouping of data from a workgroup that focused on secondary transmission of ZIKV

Helped to identify six different reported transmission of ZIKV independent of mosquito transmission using synthesized data

### **CLUB/ORGANIZATION AFFILIATIONS**

#### ***Association for Computing Machinery (ACM), University of Georgia***

Served as an active member and attended regular meetings

Worked collaboratively with other members

Planned five employer presentations along with senior members of ACM

#### ***Institute of Electrical and Electronics Engineers (IEEE), University of Georgia***

Served as a regular member and attended regular meetings

Obtained partnerships on projects relating to Computer Science

Assisted in planning technical meetings for other club members

#### ***UGAHacks, University of Georgia***

Participated on two different teams during two UGAHacks events during my time at the University of Georgia

Gained experience developing accessible real-world applications that can be used by disabled user groups

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## **LINKS**

Website: [cbritt0n.github.io](http://cbritt0n.github.io)

Github: [github.com/cbritt0n](https://github.com/cbritt0n)

LinkedIn: [linkedin.com/in/cbritt0n](https://linkedin.com/in/cbritt0n)