

Cole Gorski

🏠 1621 W Beach Ave, Chicago, IL 60622 ☎ 567-277-5481 ✉ gorskicole@gmail.com 🐙 cgorski28 🌐 colegorski.com

PROFESSIONAL STATEMENT:

Software engineer with three years of work in full stack development and proven experience with modern web frameworks and tools such as React, TypeScript, Node.js, Mongo and RESTful web services. Passionate about solving difficult problems and building innovative products that cater to end users' needs. Confident communicator and collaborator between product, design, and engineering teams with a track record of delivering on projects from start to finish.

EDUCATION:

The Ohio State University

Columbus, OH

Bachelor of Science in Business Administration, Computer Science

May 2019

- Summa Cum Laude
- Specializations: Marketing, Artificial Intelligence
- Innovation, Creativity & Entrepreneurship Scholar
- **Cumulative GPA:3.953**

WORK EXPERIENCE:

Accenture – Frontend Development Specialist

Chicago, IL

E-commerce Construction Mobile App

November 2021 – Current

- Delivered cross-platform mobile app allowing customers to shop and purchase parts for construction equipment
- Developed custom component library through entire lifecycle, including design, build, test and implementation
- Led API testing and integration for 30+ endpoints, including a fully encrypted payments endpoint processing an estimated volume of \$10mm / month
- Coded custom infinite scroll product displays with paginated data fetching, reducing payload size by 90%
- Conducted daily code and bug reviews for eight junior developers, ultimately reducing bug backlog by 33%
- Wrote unit tests with Jest and Testing Library achieving 85% code coverage

Accenture – Sr. Advanced Application Engineer

Chicago, IL

Virtual Agent for Utilities Supplier

November 2020 – November 2021

- Lead developer for utilities chatbot designed to assist customers with account actions such as bill pay, start/stop service, payment agreements, service requests and FAQs
- Scaled agent to manage over 3,000 daily customer requests while maintaining a 65% containment rate, leading to a 44% reduction of incoming care center calls during peak COVID months
- Engineered Node.js serverless webhooks for agent requests with average latency of under 1 second
- Refactored agent to deploy on Google Home platform for use with Google Assistant enabled devices
- Orchestrated new DevOps build pipelines, reducing build times by 56%
- Led requirements gathering with client web services team to define data strategy for API development
- Collaborated closely with product and design teams to define MVP and map initial user conversation flows

Accenture – Advanced Application Engineer

Chicago, IL

Customer Notification System for Utilities Supplier

November 2019 – November 2020

- Architected event-driven customer notification system by integrating database batch processing actions to cloud API platform to generate SMS, email and push channels for over four million customers
- Re-platformed an existing high-visibility customer notification system on aggressive timeline to ensure accurate delivery of communications to customers during inclement weather events
- Trained and deployed a machine learning classification system to categorize incoming support emails

SKILLS

- **Languages:** JavaScript, Typescript, HTML/CSS, SQL
- **Frameworks:** React, Node, Bootstrap, Express, Mongo
- **CI/CD:** Git, Jenkins, Azure DevOps
- **Platforms:** AWS (certified), GCP, Azure, Apigee

SOFTWARE PROJECTS

- **Destination Windy City:** online JS application to search, submit and review the best attractions in Chicago (destinationwindycity.com)
- **Alexa CTA Tracker:** Amazon Alexa skill to track locations of Chicago trains and busses

INTERCOLLEGIATE ATHLETICS

Ohio State Men's Varsity Track and Field

September 2014 – March 2019

- 3x Big Ten champion, 3x NCAA All-American and school record holder (indoor & outdoor)
- Academic All-American and Big Ten Medal of Honor finalist