Charles Chen

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SUMMARY

Solutions Engineer with 1.5+ years of experience designing and developing end-to-end software solutions in content and business process management. Seeking software engineering position with expertise in computer science fundamentals, web languages, web APIs, Agile project management, and technology consulting.

EDUCATION

University of Virginia, School of Engineering and Applied Science **Aug. 2015 – May 2019**
Major: Systems and Information Engineering, Minor: Computer Science

SKILLS

- JavaScript, jQuery, HTML, CSS, SQL, Java, C#, Python, Git, Azure DevOps, Agile

WORK EXPERIENCE

Solutions Engineer, Laserfiche | Arlington, VA **Jul. 2019 – Present**

- Coded in JavaScript, CSS, SQL, and C# to customize enterprise software and deliver tailored software solutions to suit organizations' business needs regarding enterprise content management and business process management
- Utilized web services and APIs with MVC to enable cross server communication for Laserfiche applications
- Spearheaded solution creation and implementation as the lead engineer on projects for clients in industries including government agencies and higher-education institutions
- Started a department-wide initiative for team members to share custom code snippets solving common issues not currently addressed by software capabilities in a DevOps Repository that has seen widespread adoption
- Transformed a manual legacy job application system to an automated electronic process involving applicant data storage in MSSQL, an application webpage customized with JavaScript and CSS, statistical report generation, and back-end business logic for effortless application routing and notifications
- Provided post-implementation support such as troubleshooting, solution maintenance, and training for clients

Consultant, Logapps LLC | Falls Church, VA **Sept. 2017 – May 2019**

- Wrote Python scripts using NLP, producing reports through n-gram analysis of requirement document text
- Troubleshot MARINE, a software application that reviews software requirements and develops high level software size estimates, and participated in design feedback sessions throughout application lifecycle
- Compiled database of project requirements and identified key text to create test set for machine learning model

Consumer Technology Summer Associate, The NPD Group | Port Washington, NY **Jun. – Aug. 2018**

- Used DecisionKey and Salesforce to analyze various metrics from retailer sales data, identified new clients for NPD resulting in a projected revenue gain of $450,000, and presented findings to executives
- Analyzed industry trends and retailer growth using a data-driven approach, visualized findings, and created presentations on optimizing business decisions to increase revenue

SOFTWARE PROJECTS

Berg Bears – Unity Game App **Feb. 2020 - Present**

- Created a 2D role-playing mobile game using Unity where players progress through floors of an endless tower, collecting power-ups and dodging and catching projectiles to defeat enemies
- Planned game logic and focused on back-end development using C#, developing gameplay mechanics such as player-environment interaction and level progression

Valorant Statistics Visualization Webpage (https://charlesyjchen.github.io/ValorantStats/) **May 2020**

- Developed an interactive webpage using HTML, CSS, and JavaScript allowing public users to submit game data to a back-end Google Spreadsheet and visualizes user-selected charts displaying direct statistic comparison

Systems and Information Engineering Design Symposium Capstone Project **Aug. 2018 – May 2019**

- Co-authored paper titled "Optimizing Customer-Agent Interactions with Natural Language Processing and Machine Learning" to analyze the impact of call sequence on customer service call outcomes
- Developed actionable insights aiding service representative training by building and solving a MDP using a value iteration algorithm to identify optimal actions in a call sequence leading to the best call outcome