

Charles Chen

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Education

University of Virginia, School of Engineering and Applied Science

Aug. 2015 – May 2019

Major: Systems and Information Engineering, Minor: Computer Science

Relevant Coursework: Database Systems, Program and Data Representation, Foundations of Data Analysis, Discrete Mathematics, Linear Statistical Models, Data & Information Engineering, Deterministic Decision Models

Skills

- Proficient in Javascript, SQL, Python, Java, C#, CSS, Azure Devops, HTML, Git, Software Development, Agile

Work Experience

Laserfiche – Solutions Engineer / Arlington, VA

Jul. 2019 – Present

- Coded in Javascript, CSS, and SQL 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 to enable cross server communication for Laserfiche applications
- Spearheaded solution creation and implementation as the lead engineer on projects involving clients such as 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
- Managed projects by creating and organizing tasks in Azure DevOps, monitoring project status, and aligning customer expectations with the engineering team's solution milestones throughout project life cycles
- Wrote documentation for custom-built solutions and outlined project scope for prospective customers
- Provided post-implementation support such as troubleshooting, solution maintenance, and training for clients

Logapps LLC – Consultant / Falls Church, VA

Sept. 2017 – May 2019

- Wrote Python scripts using NLP, producing reports through programmatic analysis of requirement documents
- 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

The NPD Group – Consumer Technology Summer Associate / Port Washington, NY

Jun. 2018 – 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 for delivery to clients on how to optimize business decisions to increase revenue

Relevant Experience

Berg Bears – Unity Gaming Project

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
- Managed project using agile methodology in Notion to plan sprint deliverables and track tasks and bugs

Laserfiche Empower Conference 2020

Feb. 2020

- Taught a class on data encryption and backup strategies and the role they play in the Laserfiche product suite to ~100 conference attendees at Empower 2020

2019 Systems and Information Engineering Design Symposium Research Paper

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
- Performed exploratory analysis on conversations' sequential nature to support client's product expansion initiatives