

# Charlie Scott

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## EXPERIENCE

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### Echo AI

June 2021–Present

*Software Engineer | New York, NY*

#### Conversation Intelligence Analytics

- Core feature of new product that generated over \$1m in revenue in under 200 days.
- Engineering owner, allows users to simultaneously analyze AI insights generated for hundreds of thousands of conversations between their customer service agents and customers.
- Developed continuous improvement plan to incrementally improve performance of product over time to meet future customer needs.
- Directly worked with customers to identify needs, and created product roadmaps to implement feature requests over time.
- Onboarded multiple engineers onto new platform to allow for faster development.

#### Conversation Intelligence Performance Management

- Lead developer of core feature that uses AI insights to create admin dashboards to provide insights into team performance.
- Allows leaders to easily identify teamwide areas of both improvement, and achievement. Designed reusable heatmap grid components to create a user friendly visual for complex datasets.
- Product owner, wrote technical documents, lead design discussions, and coordinated with organization leaders to future-proof the product, allowed future product developments to be easily integrated into the app.

#### Reinforced Learning Platform

- Owner of new platform that allows administrators and agents to provide feedback on AI generated insights.
- Developed algorithms to intelligently select areas in need of human feedback.
- Designed database schema, API endpoints, and GUI to support feedback on variety of existing database models.
- Project directly addressed customer concerns around AI inaccuracies, and directly lead to increased accuracy through model fine tuning using data collected.

### Epsilon

Sept 2020–June 2021

*Software Engineer | San Francisco, CA*

#### Developer Database Safe Interaction Application

- Developed full stack web apps which allowed developers to safely and easily modify production DBs through GUI.
- Automated labor intensive developer tasks related to monitoring of company cloud platform performance.
- Proactively maintained cloud infrastructure to ensure smooth and efficient operations.

### Cigna

June 2019–Aug 2019

*Intern | Santa Monica, CA*

#### Data & Research Task Automation Project

- Independently contacted and worked with product managers to understand business needs. Led to starting new project to automate online data collection that was previously done manually.
- Integrated this new application with existing manual data collection pipelines to ease transition.
- Developed tools to speed existing process of manual data collection efforts by upwards of 30% per employee.

## EDUCATION

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### BS Mathematics, Computer Science

Aug 2017–June 2020

*California Polytechnic University*

- Graduated early with honors, including Dean's List recognition and an Academic Excellence Award of Honor. Received the Department of Mathematics Glassco Scholarship for academic excellence.
- Curated unique program with Dean to concentrate in computer science application to BS in Mathematics.