

Charles J. Scott

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EXPERIENCE

Pathlight

June 2021 – Present

Software Engineer | San Francisco, CA

- Developed and maintained full-stack app using Django, React, JavaScript, Python, Postgres, and SCSS.
- Led multiple new feature developments, both to increase user engagement and increase product value.
- Designed, built, and tested innovative features for smooth user experience.
- Responded to customer requests, troubleshoot and resolved urgent customer reported bugs.

Epsilon

Sept 2020 – June 2021

Software Engineer | Westlake Villiage, CA

- Developed and deployed full stack web service applications using Java, MySQL, and JDBC.
- Created automated tools to enhance workflow efficiency and monitor cloud platform performance.
- Proactively maintained company cloud infrastructure to ensure smooth and efficient operations.

PROJECTS

Auto QA Analytics, Project Lead

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- Led the development of dynamic new feature for Pathlight that directly addressed customer requests.
- Utilized automatic grading and tagging customer conversations system, allowing executives and managers to analyze sentiment, discern trends over time, and evaluate how their customer service interactions fit specified criteria.
- Worked with Product team to determine business needs and timelines, coordinated efforts among multiple engineers to hit targets.
- Authored technical documentation to ensure transparency and clarity of the feature's design, functionality, and expected performance.

AI Manager, Project Lead

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- Led development of AI Manager, allowing users to interact with an AI manager to get feedback on their work performance, ask company polciy questions, and more.
- Implemented context based data fetching, providing relevant answers to user questions while maintaining low token transactions.
- Collaborated with project managers to determine priorities for demos, create and assign tickets to engineers, maintaining documentation.

Workforce Management Scheduling, Project Co-Lead

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- Co-led the development of a major pay-walled feature involving collaboration with multiple engineers, designers, and PMs.
- Authored several technical design documents and played a key role in shaping feature decisions.
- Managed the development of features such as activity-based scheduling and agent-driven scheduling, to meet key business objectives.
- Ensured the implementation of best practices in testing, resulting in the most well-tested feature on the application.

Cookies, Project Lead

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- Spearheaded the development of a new feature from idea generation to successful launch.
- Improved user engagement by introducing a system that allows employees to send peer recognition.
- Expanded the scope of the project to include a user-facing dashboard and tied the recognition to compensation.

EDUCATION

Cal Poly

Aug 2017 - June 2020

B.S. Mathematics, Concentration Computer Science | San Luis Obispo, CA

- 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.