

# Charlie Scott

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## EXPERIENCE

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### Echo AI

June 2021 – Present

*Software Engineer | New York, NY*

#### Self Service

- Lead developer on initiative to reduce labor time for Customer Service, Success, and Support teams.
- Identified areas where work could be automated through integration with LLMs.
- Improved user experience, to the point of empowering customers to set up their own accounts – reducing the work required by Echo's teams.
- Project collectively saves weeks of work per customer implementation.

#### Generative AI Platform – Performance & Analytics

- Lead developer of major new features that are essential to company's goals.
- Product development led customer .
- Deployed rapid, high quality prototypes to begin sales and board demos immediately.
- Worked with PMs to translate business goals and customer signals into technical scope.
- Coordinated multiple engineers to iterate on production code daily while maintaining quality product.

#### AI Manager

- Lead developer of a proof of concept, rapid development feature, that was translated from proposal to production code in under 2 weeks.
- Developed infrastructure code that was used as the basis for the company's AI platform.
- Collaborated with project managers to determine priorities for upcoming demos, create and assign tickets to engineers, and maintain documentation.

#### Work Force Management Scheduling

- Co-led the development of a major 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.

### Epsilon

Sept 2020 – June 2021

*Software Engineer | Westlake Villiage, CA*

#### Locale As A Service (LASS-ie)

- 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.

## 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.