Charlie Scott

charliejscott@outlook.com | linkedin.com/in/charliejscott | github.com/cscott20

EXPERIENCE

Echo AI   June 2021–Present
Software Engineer | New York, NY

Conversation Intelligence Analytics

- Led development of a core feature for a new product, generating over $1m in revenue in under 200 days.
- 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

- Led development of core feature that uses AI to create admin dashboards to provide team performance insights.
- New feature 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.
- 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

Safe Database Interaction Tool

- Developed full stack web apps which allowed users to safely and easily modify production databases 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 and 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

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.
- Collaborated with the Dean to design a specialized Computer Science concentration tailored to the Mathematics focus program.