MICHAEL D LUONG

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WORK EXPERIENCE

Amazon - Alexa   July 2018 - Present
Software Development Engineer II   *Seattle, WA*

- **Alexa Contact Us:** Helped developers find self help articles and eliminated manual routing of contact cases. Lead engineer for externally facing site for developers to see self help material before submitting a contact. Designed the APIs, data flow, data storage, front-end and back-end servers which handled dynamic page rendering based on selected topics, dynamic team email mapping, dynamic metric collection and measuring deflection from self help links. JavaScript, Java, Spring MVC, DynamoDB

- **Unpublish service:** Eliminated the need for developers to submit a case if they wanted to hide or remove their skill. Reduced suppression related contacts by over 95%. Java, PostgreSQL

Liberty Mutual Insurance - eService   March 2018 - June 2018
Software Developer / Machine Learning Engineer   *Boston, MA*

- **Renewal:** Organized, filtered and combined data sources to answer business questions and created a likeliness of renewal model for next best action - Python, Scikit-learn, Adobe Analytics, Omniture, Opinion Labs, PostgreSQL

- **Service Website:** Created dozens of features using A/B tests to design a user friendly website. We would evaluate tests periodically to hypothesize and build features. Impact is that the user would spend less time on the website and not call. JS, React, Adobe Anaytics, Omniture

Liberty Mutual Insurance - eSales   Oct 2015 - March 2018
Full Stack Developer   *Boston, MA*

- **Strategic Revenue Generation:** Increased profit by designing an alternative revenue source by selling leads. Worked with third party vendors for contract negations, SLAs, and security reviews.

- **Next Best Action:** Created a model around the customer to provide a more personalized experience and to improve user satisfaction. The flow and questions would change based on questions answered earlier in the interview as well as marketing cookies found on the browser.

- **Offline Handling:** Increased user satisfaction and conversion rate by detecting, notifying and managing network calls of dropped internet connections and resumed services when possible.

- **A/B Testing:** Hypothesized, developed, coordinated and lead dozens of tests to validate flows, content, questions, styles, layouts, prefilled information and ad display.

- **POD:** Designed a modular framework in parallel to the main quoting application for more rapid hypothesis testing platform. It was used for testing and proving different technologies to see if they could be incorporated back into the main application - JS, ReactJS, WebSockets, NodeJS, Express

Liberty Mutual Insurance - Surety   Jan 2011 - Oct 2015
Software Developer   *Plymouth Meeting, PA*

- **Execute:** Lead developer of surety forms. Website for storing, searching, saving, editing, reviewing and archiving PDFs. In charge of front-end, back-end, networking, load balancing, CI/CD, database optimization.

EDUCATION

The Pennsylvania State University   May 2010
Bachelors - Computer Engineering   *University Park, PA*