

Eric Shreve

Full Stack Software Engineer

Experience

Software Engineer

Samsara Jan 2019 - Present

- Build and maintain full stack customer facing features for the Routing product.
- Temporarily transferred to a new office in Atlanta, GA for 6 months to help hire and onboard an Atlanta based software engineering team.
- As part of a small working group, help shape, improve, and facilitate the new-hire on-boarding program and general knowledge management.

Customer Support Engineer - Team Lead

Samsara Jan 2018 - Jan 2019

- As the first team lead, helped scale the Support team from 6 members in a single office, to over 45 members spread over 4 offices, 3 timezones, and 2 continents.
- Wrote, implemented, and iterated on internal team processes, as well as external inter-team processes (e.g., product training, outage response, bug reporting).
- Handled long-running customer escalations.

Customer Support Engineer

Samsara May 2017 - Jan 2018

- Handled inbound technical support requests, ranging from simple installation questions to writing proof of concept API scripts.

Customer Support Representative

Race Communications Aug 2016 - May 2017

- Worked as a general customer support representative handling billing, sales, scheduling, and technical support inquiries from customers.

Education

Bachelor of Science (BS), Computer Science

University of California, Davis 2009 - 2013

Contact

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Skills

These are some languages, frameworks, and tools that I use everyday at work and/or in personal projects:

Go, TypeScript, React, GraphQL, gRPC, MySQL, Git, VS Code

Here's some technologies that I'm familiar with and use regularly at work and/or in personal projects:

Python, Docker, Datadog, Terraform, AWS, Heroku

Projects

shreve.dev

Personal website built with TypeScript and React. Custom components built on top of MaterialUI.

jeppy

Full stack web app to play historical Jeopardy games. Built with a Python/Flask backend and a TypeScript/React frontend.

civ-bot

Discord Bot to manage semi-random selection of leaders for multiplayer games of Civilization V. Built with Go and the Discord API. Deployed with GitHub Actions and Heroku.

jcgo

Go package to convert arbitrary JSON formatted data to CSV formatted data.