

Eric Shreve

Full Stack Software Engineer

Experience

Software Engineer

Samsara Jan 2019 - Present

- Build and maintain full stack customer facing features for the Routing, Documents, and Messaging products.
- Coordinate incident response and resolution of high priority, time sensitive, customer facing bugs as part of a team on-call rotation.
- 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, helped shape, improve, and facilitate the new-hire on-boarding program and general knowledge management.

Customer Support Engineer - Team Lead

Samsara Jan 2018 - Jan 2019

- Helped scale the Customer Support team from 6 members in a single office, to over 45 members spread over 4 offices, 6 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, customer escalation handling).

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'm comfortable with and have experience using at work and/or in personal projects:

Go, TypeScript, React, Python, GraphQL, gRPC, MySQL, AWS, Heroku, Docker, Terraform, Databricks, Datadog, Grafana, Git, VS Code

Projects

jeppy -->

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

5e-srd-api -->

Open source REST API providing access to data from the Dungeons & Dragons 5th Edition System Reference Document, where I'm an active contributor. Built with Node.js, Express, MongoDB, and OpenAPI 3.

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. Build pipeline with GitHub Actions.

Patents

US Patent 11145208, "Customized route tracking", Granted: Oct. 12, 2021

US Patent Application 5235.019US1, "Route tracking overlapping geofences", Filed: Apr. 21, 2021