

# Ticky Tacky

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## Experience

### PitchBook

Software Development Engineer | Seattle, WA

Aug 2022-Present

- Spearheaded an initiative to improve codebase quality by ensuring over 80% unit test coverage across all Python data pipelines, significantly enhancing code stability, reducing bugs, and accelerating future development cycles.
- Architected and developed a Python/FastAPI-based API, callable from Salesforce, to streamline lead and company research processes; automated data transfer to Snowflake and real-time Salesforce record updates, enhancing data consistency and operational efficiency.
- Collaborated cross-functionally with research and sales operations teams to gather requirements and ensure the API's seamless integration and effectiveness within a new LeanData-driven sales lead routing system.
- Actively contributing to the architectural design and development of a new event-driven marketing automation codebase, designing a software layer for real-time data orchestration between Marketo and Salesforce using Kafka.
- Designed of a new PostgreSQL database schema for logging inbound marketing actions and developing robust data ingestion mechanisms.

### Defined.ai

Solutions Developer | Seattle, WA

Aug 2020-July 2022

- Developed automation for quality control of user data and spam detection in Python, reducing time expended on quality checking by 90%. These improvements made it possible to increase work for a major client by 5x.
- Identified a gap in spam prevention practices, researched solutions, and developed a prototype automated solution to present to leadership, enabling the elimination of a source of low-quality data without additional human intervention.
- Chosen to present data quality management practices to a potential client, resulting in a successful contract.

### Nuance Communications

Customer Engagement Strategist (Chatbot Design and Optimization) | Seattle, WA Oct 2017 - August 2020

- Designed and implemented prototype data-enabled chatbot conversation flows using data from client APIs. Studied API documentation and past customer interactions and determined how to use client APIs to best meet customer needs. This effort was instrumental in retaining a major client account.
- Served as a subject matter expert for internal design tools, advising and mentoring coworkers on chatbot design and best practices.
- Created Python scripts to automate large-scale virtual assistant content changes and expedite analysis tasks, reducing time to launch changes by over 95%.

### Amazon

Data and Process Analyst | Seattle, WA

September 2013 - December 2015

- Developed faster SQL equivalents to existing metrics-gathering scripts, and created Python scripts to automate large-scale data collection and analysis tasks using libraries such as `**pandas**`.

- Monitored and reported on weekly usage and accuracy metrics for speech applications, performing ad-hoc analyses on outlier data.
- Designed and launched three speech data collections in two countries, including a pilot collection gathering speech data from over 400 volunteer participants.
- Championed and implemented new processes for equipment inventory and storage, assisting in the development of process improvements for data collection methods.

## Education

<b>University of Washington</b>	Seattle, WA	MA Linguistics
<b>Pitzer College</b>	Claremont, CA	BA Linguistics

## Skills

**Programming Languages:** Python (pandas, pytest, mockito, numpy, simple\_salesforce, FastAPI)

**Databases/Data Warehousing:** Snowflake, PostgreSQL, Microsoft SQL Server

**Cloud/Platforms:** AWS (S3, Secrets Manager, Aurora), Salesforce (SOQL, Salesforce Workbench), Kafka, Marketo

**Tools/Concepts:** Git, Docker, Airflow, Data Pipelines, WSL2, Jira, Confluence, Excel, bash