

# GRACE LUKA

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## Education

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### Colorado School of Mines

B.S. Computer Science - Robotics and Intelligent Systems

GPA: 3.5

Honors and Activities: ACMW President, Alpha Phi Vice President, SWE, Dean's List, Honor Roll

## Technical Skills

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**Languages:** C#, C++, Java, JavaScript, MySQL, HTML/CSS, Python

**Developer Tools:** Docker, Tortoise HG, GitHub, Jira, VS Codes, ReSharper, OpenAI, CoPilot Studio, Salesforce

**Relevant Classwork:** Data Structures and Algorithms, Foundations of Programming, Software Engineering, Advanced Software Engineering, Algorithms, Intro to Linux, Computer Organization, Databases, Artificial Intelligence, Discrete Math, Linear Algebra, Intro to Feedback Control Systems, Circuits

## Work Experience

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### Tyler Technologies

May. 2025 – Present

Software Development Intern

Lakewood, CO

- Created internal tools that assist in diagnosing and solving problems related to clients in **C#**, eliminating processing issues and reducing the time wasted for the support team and clients
- Converted a core system view to a cloud-based implementation using **C#**, enhancing scalability and aligning with the ongoing cloud migration strategy. Collaborated with QA and product engineers on legacy software using Tortoise HG for version control and Jira for sprint planning.
- Collaborated with Senior Developers to develop a telemetry-based data integrity validation tool, which secured funding for deployment as a live product.

### Johns Manville

May. 2024 – Aug. 2024

Technical Specialist Intern

Denver, CO

- Identified and fixed data discrepancies in internal Salesforce software, enhancing operational accuracy and support efficiency for the Tech Specialist team.
- Served as a liaison between the Tech Specialist team and IT to identify and initiate resolution of data discrepancies.
- Promoted to IT Intern within the same summer and continued serving as a key communication point between the IT department and Tech Specialist team.
- Developed an AI chatbot for the company homepage using Copilot Studio, leveraging thousands of internal documents to train the model. Initially deployed for employee use and later extended to customers, with safeguards to minimize AI hallucinations.

## Projects

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### GenAI Semantic Search Chatbot - Ricoh

- Designed and deployed a generative AI chatbot using OpenAI, Docker, and GitHub, enabling Ricoh technicians and employees to query a customized Large Language Model (LLM) trained on internal documentation.
- Engineered the system for speed, consistency, and usability, allowing users to diagnose printer malfunctions, retrieve documentation, and verify information authenticity.
- Developed a web interface for real-time interaction, with a clickable Ricoh logo linking to project visuals, summaries, and source code hosted on GitHub.

### Twitch Streamer

- Streamed weekly for three years on Twitch, using OBS Studio and Streamlabs to produce high-quality, engaging broadcasts. Built and maintained a dedicated community of over 19,000 followers.
- Planned and hosted charity live streams, raising over \$1,000 in a single event, demonstrating initiative, event coordination, and community leadership.
- Managed all aspects of content creation, including branding, technical setup, audience engagement, and growth strategy, highlighting skills in digital media, communication, and self-driven project execution.

## Leadership Experience, Clubs & Competitions

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- Vice President of Marketing, Director of Videography and Digital Media - Alpha Phi **Nov. 2022 - Nov. 2024**
- President of Association for Computing Machinery - Women in Computing **May. 2024 – Present**
- Member of Society of Women in Engineering **Aug. 2022 - Present**
- Member of Association For Computing Machinery **Aug. 2022 - Present**
- Peer Mentor - New Student and Transition Services @ Colo. School of Mines **Oct. 2022 - Dec. 2024**