# GAVIN W. KLINE

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## PROFESSIONAL EXPERIENCE

### GOVDASH
**Lead Software Engineer**                                                      **May 2024 – Present**

- Serve as lead engineer and product owner of the Capture Cloud, GovDash's largest and fastest-growing product line, overseeing its transformation from an underutilized feature set to the company's #1 driver of customer engagement and revenue
- Engineered an industry-leading ingestion pipeline with sub-5-minute latency from government data sources, coupled with personalized search and recommendation capabilities that give clients a measurable competitive edge
- Spearheaded a 70% reduction in CI/CD pipeline times, slashing end-to-end build, test, and deploy time from ~25 minutes to ~7 minutes, and introducing thorough unit, integration, and LLM "prompt" testing across our most critical flows
- Led a comprehensive overhaul of both frontend and backend architectures, resulting in substantially improved scalability, maintainability, and accelerated feature rollout capabilities, dropping P90 response times from over 400ms to under 120ms
- Collaborate closely with marketing, sales, and customer success to align engineering priorities with business strategy, ensuring product roadmap execution directly supports growth and retention objectives.
- Consistently serve as the top code contributor and lead reviewer, driving the adoption of best practices and ensuring high code quality across all products

### GORJIAN ACQUISITIONS
**VP of Software Engineering**                                              **September 2023 – May 2024**

- Initiated and leading the end-to-end design and implementation of the Gorjian Software Platform, a set of sophisticated server-side internal tools (written in Golang, serving a GraphQL API to a Typescript/React dashboard frontend) to enhance data collection, broker outreach, and other aspects of an associate's workflow
- Developed an automated email outreach/marketing infrastructure, replacing a high-volume manual system to significantly enhance sending volume, observability, and reliability – decreasing computing resource utilization by ~85%, with an average response rate above 30%
- Lead a team of engineers in the implementation of a distributed data collection and enrichment pipeline, allowing our associates to aggregate up-to-date data in minutes instead of days (and increasing the quality of leads collected, resulting in 20% fewer bounce-backs)
- Engineered custom AI-driven services for intelligent email responses and follow-ups, employing fine-tuned machine learning models to ensure personalized and timely engagement with brokers

### WHOP
**Backend Software Engineer**                                                  **June 2022 – July 2023**

- Developed and scaled Ruby on Rails backend services, background workers, and internal GraphQL APIs (receiving 7k requests/min on average) for Whop's consumer-facing marketplace and business-facing dashboard, eventually supporting over 1m MAU
- Performed critical database maintenance and performance enhancements for our PostgreSQL database, resulting in an average decrease in response time of 70% for 10 of our "key" transactions, allowing our team to reduce the sitewide timeout threshold from 30 to 7.5 seconds
- Built and maintained integrations with Discord, Telegram, and TradingView, processing millions of dollars in marketplace transactions and managing access for over 300k paying customers
- Owned the design, development, and performance optimization of Whop's public RESTful API, achieving sub-30ms average response time and handling 1k requests/min on average, with peaks of 5k requests/min

### CACI INC – PM IVAS
**Software Engineering Intern**                                                 **June 2021 – May 2022**

- Developed software to aid with mission recon using computer vision, using OpenCV and NumPy to intelligently and programmatically map ingested drone footage onto a 2D plane
- Wrote tooling to display drone flight statistics, using linear regression to predict information about the remaining flight time and distance
- Collaborated with Microsoft to conduct load and performance testing of the equipment developed during the project

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## EDUCATION

SYRACUSE UNIVERSITY
**Syracuse, NY**                                                         **August 2019 – May 2022**

- Bachelor's of Science in Computer Science, graduating in three academic years
- Active member of the Division 1 Men's Lacrosse team, the second winningest program in NCAA history

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## SKILLS

PROGRAMMING LANGUAGES / FRAMEWORKS:
- Golang, JavaScript/Typescript (Node, React, Vite, NextJS, Svelte, Sveltekit), Python (Pandas, NumPy, OpenCV), Ruby (Rails, Grape, RSpec, Sidekiq), C/C++/C#, SQL (PostgreSQL), NoSQL (MongoDB)

TOOLS
- Git, Docker, Redis, Memcached, GraphQL and RESTful API design, Github Actions

AREAS OF EXPERTISE
- Backend development, database design and maintainance, application performance optimization, driving million dollar growth, high-pressure environments, team collaboration, integration and unit testing

OTHER
- Secret Security Clearance (DoD, 2021)