Jae Kim

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EDUCATION

University of California, Irvine   Irvine, CA
Bachelor of Science in Computer Science (Systems and Software)   *Graduated: December 2023*

EXPERIENCE

Tri Pointe Homes   Irvine, CA
RPA Developer   *October 2021 – November 2024*
- Developed machine learning-based customer support workflows using Support Vector Machine (SVM) to extract and categorize unstructured ticket data, achieving 78% classification accuracy on over 200K tickets and saving 3,000+ hours of manual triage
- Automated the sales contract intake process by leveraging UiPath Document Understanding to extract customer data, processing it in the ERP system, and integrating with DocuSign for digital signing and Laserfiche for archival, resulting in a 90% reduction in manual effort
- Developed end-to-end onboarding and offboarding automation using UiPath, integrating PYAD for Active Directory management and the Freshservice API to automate account provisioning, deprovisioning, and ticketing—reducing processing time from 3 days to just 2 hours
- Architected backend data migration workflows across 20+ tables using Qlik Replicate, collaborating with business teams and implementing transformations, validations, and rollbacks to ensure data integrity across environments
- Designed and maintained a reporting relational database schema in SQL that aggregated metrics on time and cost savings from automated workflows, enabling data-driven performance analysis
- Built and deployed multiple interactive Tableau dashboards to deliver real-time business insights, enabling stakeholders to monitor KPIs, track performance trends, and make data-driven decisions
- Managed and maintained UiPath Orchestrator, including scheduling of jobs, monitoring robot performance, and overseeing process deployments to ensure reliable and efficient automation execution

Tri Pointe Homes   Irvine, CA
Developer Intern   *May 2021 - Sep 2021*
- Developed a program utilizing SQL queries to extract, transform, and load data into the ERP system, reducing data handling time by 99% and significantly improving operational efficiency
- Optimized large-scale data processing by developing complex SQL queries and using Python's pandas library to filter, clean, and standardize over 400K user records, delivering accurate, actionable insights for stakeholders

PROJECTS

Jlockbusters | A full-stack, web-based movie search engine application
- Developed a full-stack web application using with Spring Boot serving a REST API with React as the frontend
- Integrated Google reCAPTCHA for secure login and implemented HTTP sessions to maintain persistent user authentication
- Deployed the application on an AWS Ubuntu server, ensuring high availability, performance, and scalability
- Engineered a MySQL master-slave replication architecture for load balancing, routing read queries to slave nodes to enhance system scalability, reduce latency, and ensure high availability

TECHNICAL SKILLS

Languages: Java, Python, VB, SQL, JavaScript, HTML/CSS
Frameworks: React, Spring Boot, JUnit, Express
Developer Tools: Maven, Git, Docker, VS Code, Kubernetes, Apache, UIPath, Tableau, Mulesoft, Node.js, Selenium
Libraries: pandas, NumPy, Matplotlib, Scikit-learn

VOLUNTEER

New Vision Church Disability Ministry Helper   December 2024 – Present
- Delivered personalized support, from logistical assistance to emotional encouragement, boosting participants' confidence and sense of community

Emmanuel Korean School Teacher   September 2023 – Present
- Developed and delivered immersive Korean language lessons