Jinwoo Park

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Education

Georgia Institute of Technology | Atlanta, GA   BS in Computer Science (Graduation Date:December 2022)

Experience

o9 Solutions, Inc.   *Feb 2023- Present*
Software Engineer   Dallas, TX

- Ticket Resolution & Troubleshooting: Resolved diverse customer tickets including bugs, requirements, and tasks. Efficiently debugged and troubleshooted errors in plugins, analyzed logs, and provided detailed user analysis.
- Performance Optimization: Redesigned logic for filtering activity nodes, achieving a 96% performance improvement, reducing plugin runtime from 24+ hours to just 52 minutes.
- Unit Testing & Quality Assurance: Developed comprehensive unit tests using C# and MS SQL Server Management Studio. Focused on Supply Chain concepts such as WIP, Safety Stock, and RCA, ensuring robust code quality.
- Version Control & Collaboration: Utilized Git and Azure DevOps for seamless collaboration and version control. Coordinated effectively with teams in different time zones, particularly in India.
- Automated Troubleshooting: Spearheaded an Automated Troubleshooting Project using Python, Pandas, and Generative AI APIs (e.g., **ChatGPT API**, o9 KnowledgeBot). This initiative reduced redundant tickets by 90%, streamlining user issue resolution and recommendation processes.
- Python & Pyspark Development: Implemented and debugged Python and Pyspark plugins. Created and executed mock user scripts in a same Conda environment on Linux Ubuntu, mirroring actual user scenarios.
- Technical Environment: Proficient in **C#**, **Python**, **Pyspark**, **MS SQL Server**, **Git**, **Azure DevOps**, **Linux Ubuntu**, **Conda** and Generative AI APIs.

NCR Corporation   *May – August 2022*
Software Engineer Intern   Atlanta, GA

- Full-Stack Development: Implemented CRUD (Create, Read, Update, Delete) functionality for various categories in Vision IM (incident management) using AngularJS, Java Spring Framework, and MS SQL Server Management Studio.
- Continuous Integration/Continuous Deployment (CI/CD): Built and deployed Vision using Jenkins, ensuring smooth integration and deployment processes. Conducted thorough quality assurance (QA) using JUnit framework and Postman by testing various API request scenarios.
- Test Automation: Developed automated test scripts using Python and Selenium to validate that the system meets customer requirements, enhancing testing efficiency and reliability.
- Technologies: **AngularJS**, **Java Spring Framework**, **MS SQL Server Management Studio**, **Jenkins**, **JUnit**, **Postman**, **Python**, **Selenium**

Projects

Metal Slug | C, GBA (Gameboy Advanced)
Created a GBA game for a class final project.

- Implemented total of 3 stages of game where the sprite character has to dodge all the offense from enemies and destory them in order to proceed to the next stage.
- Created sprites that move in a active motion instead of fixed states and made background continously moving in parallax state.
- Elected to serve as an example for future class incomers.

Real ChitChat | JavaScript, WebSocket, Socket.IO, Express, Node.js, MongoDB, Redis Cache, Firebase
Created a Live chatting webapp that focus on a particular topic using MERN stack.

- Implemented multiple users' chat in real time with SocketIO
- Achieved message persistency by storing messages in database (MongoDB Atlas).
- Limited message rates to certain capacity by using Redis Cache in order to keep the server stable.
- Handled up to 60 users (the whole club member) without any trouble.
- Implemented secure authentication process(Signing up, Log in) by using Firebase Path.

Skills

Programming Language: Python, Java, C#, JavaScript, C, JSON, PHP, CSS, SQL(NoSQL, MySQL), HTML
Frameworks/Libraries: Flask, Spring, JUnit, Pytest, Express, Node.js, React, Angular, JQuery, Beautiful Soup, Bootstrap, Android Studio, WebSocket, Socket.IO, GraphQL, Firebase, Django , React Native, REST API, Selenium
Development Tools: Docker, Kubernetes, MongoDB, Firebase, Github, JIRA, Postman App, Jenkins, Azure Devops