

JOCELIN DARMA

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SKILLS

Programming: Python, Java, JavaScript, TypeScript

Web/Media: HTML/CSS, ReactJS, Redux, Node.js, Express, Flask

Others: Git, Docker, Ansible, Drone CI, Mongo DB, Agile Software Development

WORK EXPERIENCES

Starbucks Corporation

Seattle, Washington

Application Developer I – Service Observability Engineering

July 2021 – November 2022

- Designed and developed software solutions in microservice design pattern using Flask, MongoDB, and Docker
- Improved help desk visibility, productivity, and efficiency by automating escalation process with Slack bot (developed in Slack Bolt SDK) between Tier 1 and Tier 2 support
- Enabled internal and interrelated technology visibility, constructing dashboard for tracking health signals to improve incident / outage responsiveness and decrease resolution times.
- Automated deployments via CI/CD pipelines using Drone and Ansible
- Engaged and collaborated in an Agile development environment (Scrum, Kanban)

MAQ Software

Seattle, Washington

Data Analyst — Microsoft Power BI Contributor

February 2021 – July 2021

- Developed Power BI custom visuals for clients or internal use that enables people to create data visualizations
- Wrote unit tests, ensuring 100% passed test cases with more than 90% code coverage
- Utilized Power BI to pull data from various databases and created variety of interactive dashboards and reports to support business decision making for companies like Microsoft

Starbucks Corporation

Seattle, Washington

Application Developer I Intern — Operations Command Center

June 2020 - August 2020

- Expanded capabilities for a critical internal site, which shows the health of Starbucks Technology products and services, and was able to improve the mean time to respond (MTTR) for outages
- Gathered requirements, designed, and implemented key features/enhancements to the UI and Data Integration
- Contributed to the automated deployment (CI/CD) process that enhances system efficiency
- Refactored the existing front-end codebase to follow new team standards

Vrbo

Seattle, Washington

Student Software Developer — Senior Capstone Project

October 2019 – June 2020

- Built an Android mobile application in Java and Kotlin, that allows speech-to-speech translation between 40+ languages; this will serve as a proof-of-concept for future feature integration with the Vrbo app
- Project involves speech-to-text and text-to-speech conversion, cloud integration and building the mobile application itself

AiChat

Jakarta, Indonesia

Software Developer Intern — Front-End Development

July 2019 - September 2019

- Implemented front-end features onto their web-based content management system in React and Redux
- Collaborated with back-end developers to integrate UI elements with server-side logic

EDUCATION

Seattle University

Seattle, Washington

BS Computer Science (Cum Laude)

September 2018 – December 2020

North Seattle College

Seattle, Washington

AS Computer Science

January 2017 – August 2018