

# Katherine Kemp

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## EDUCATION

### UNIVERSITY OF MARYLAND

#### BS IN COMPUTER SCIENCE

May 2022 | College Park, MD

#### BS IN MECHANICAL ENGINEERING

May 2022 | College Park, MD

Minor in Innovation and Entrepreneurship

Gemstone Honors College Citation

Omicron Delta Kappa

Tau Beta Pi

Banneker/Key Scholar

Kappa Theta Pi

Celtic Grace Irish Dance Troupe

Dean's List

GPA: 3.95 / 4.0

### UNIVERSIDAD CARLOS III

Jan - Jun 2020 | Leganés, Spain

## LINKS

Personal:// [katherinekemp.com](https://katherinekemp.com)

LinkedIn:// [katherineekemp](#)

GitHub:// [katherinekemp](#)

## TECHNICAL SKILLS

### LANGUAGES

- Python
- Java
- TypeScript
- MATLAB

### TOOLS

- Git
- AWS (Lambda, Step Functions, DynamoDB, SNS, SQS)
- Emacs

## SOFT SKILLS

- Customer Support
- Written & Oral Communication
- Remote Work
- English (Native)
- Spanish (Intermediate)

## WORK EXPERIENCE

### CLOSE | CUSTOMER SUPPORT ENGINEER

April 2024 - Present | Remote

- Provide in depth customer support for the Close CRM by answering technical questions on topics such as **Close API**, **webhooks**, **Make.com**, and **Zapier**
- Write scripts in **Python** to help customers with unique data migration and maintenance needs
- Analyze customer support interactions in **OpenAI** to monitor trends in customer satisfaction

### AMAZON | SOFTWARE DEVELOPMENT ENGINEER

Oct 2022 - Mar 2024 | San Diego, CA

- Deployed and tested the worldwide expansion of infrastructure for pre-order fulfillment abuse prevention measures in **AWS** projected to save \$80M annually
- Modified an existing system design to support multiple languages and conform to GDPR laws for European marketplace launches
- Wrote a custom **JSON** deserializer to flatten complex **Java** objects into a storable format for ML models
- Diagnosed and responded to problems with order processing during Prime Day
- Led an investigation of a high severity issue impacting 11,000 customers during Prime Day in order to avoid further customer impact during peak traffic
- Wrote unit tests and ran manual integration tests in order to ensure proper behavior of new abuse prevention measures on Amazon.com
- Updated dashboards and documentation to monitor and maintain service health
- Implemented custom cache metrics in **CloudWatch** for **AWS Lambda**

### STOCK AND FUND SCREENER | FREELANCE SOFTWARE DEVELOPER

Jan 2023 - Aug 2023 | Washington, DC

- Developed a **Python** GUI to trade stocks based on specific metrics using **Yfinance**, **Pandas**, **Tkinter**, **Matplotlib**, and other tools
- Collaborated with clients to design a custom system with their desired features
- Performed quality assurance testing on calculations for technical indicators

### MPR ASSOCIATES | CO-OP ENGINEER

Aug 2020 - Jan 2021 | Alexandria, VA

- Automated data analysis of simulated nuclear accident scenarios using **Python**
- Implemented custom setting selection on a **Python** GUI using **Tkinter** widget
- Automated verification and validation procedures for thermal hydraulics code with end-to-end tests using **Pytest**
- Ported a thermal hydraulics modeling application from **Python 2.7** to **Python 3**

## PROJECTS

### PREDICTING STOCK PRICES WITH REDDIT COMMENTS

Nov 2021 - Dec 2021 | College Park, MD

- Scraped data from Reddit using **Pushshift API** and **Yfinance**
- Generated linear regression models and visualizations for stock price vs. company mentions on r/wallstreetbets using **Pandas**, **Matplotlib**, and **SciPy**