Katherine Kemp

San Diego, California, USA | +1 (240) 438 0186 | katherine.e.kemp@gmail.com

LINKS

Personal:// **katherinekemp.com**
LinkedIn:// **katherineekemp**
GitHub:// **katherinekemp**

EDUCATION

UNIVERSITY OF MARYLAND

BS in Computer Science
BS in Mechanical Engineering

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

TECHNICAL SKILLS

LANGUAGES
- Python
- TypeScript
- Java
- MATLAB

TOOLS
- Git
- Grafana
- React
- Emacs
- Zapier
- Make.com
- OpenAI
- Claude
- MCP
- AWS (Lambda, Step Functions, DynamoDB, SNS, SQS)
- Zendesk Support
- HelpScout

SOFT SKILLS

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

WORK EXPERIENCE

CLOSE | Customer Support Engineer
April 2024 - Present | Remote
- Deliver in depth customer support for the Close CRM by answering technical questions on topics including the **Close API, webhooks, Make.com**, and **Zapier** via **Zendesk** and **Zoom**
- Diagnose customer errors using **Grafana's OTel APM, Loki,** and **Tempo**
- Build customer-facing tools using **React** and **Formik** in **Typescript** so that customers have a self-service solution for common processes not yet available in the Close app
- Add features to the **Close <> Zapier Integration** as requested by customers
- Implement custom Close integrations for customers using **Zapier Code Steps**
- Write scripts in **Python** to help customers with unique data migration and maintenance needs
- Advise developers who are interested in creating their own integration with Close on the most efficient ways to get and post data to the **Close API**
- Conduct code reviews of team members' code contributions on **GitHub** to ensure code quality standards are maintained
- Analyze customer support interactions in **OpenAI** to monitor trends in customer satisfaction
- Improve technical documentation on developer.close.com and help.close.com
- Facilitate and document weekly team meetings

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
- Adapted an existing system design to support multiple languages and conform to GDPR laws for European marketplace launches
- Developed a custom **JSON** deserializer to flatten complex **Java** objects into a storable format for ML models
- Diagnosed and resolved 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
- Enhanced dashboards and documentation to monitor 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**