Keon Pourboghrat

U.S. Citizen

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Github Profile: https://github.com/kekons4

EDUCATION
The Ohio State University, Columbus, OH   May 2019
Bachelor of Art in Philosophy

The Ohio State University Full-Stack web developer Coding Bootcamp,
Columbus, OH   June 2021

TECHNICAL SKILLS
Computer Languages: Java (1+ years), Python (1+ years), HTML 5 (3+ years), CSS (3+ years), Bootstrap (3+ years), Javascript (3+ years), Typescript (3+ years), SQL (1+ years),
Frameworks**:** SpringBoot (1+ years), Angular 7-8 (1+ years), Ionic (3 months), Cordova (3 months), React.js (+2 years)
Cloud Platforms: AWS (2 years)
Tools: Splunk (1+ years), Quantum Metrics (1 years), Dynatrace (1 years), Soti (3 months), xMatters (3 months)
Runtime Environments: Node.js

OBJECTIVE STATEMENT
As a trained Fullstack Engineer with a strong background in web development and a passion for AI, I am thrilled to have the opportunity to join OpenAI and contribute to its mission of advancing the field of AI. With experience in modern frontend frameworks such as React and Angular, as well as backend technologies such as Node.js and Python, I am confident in my ability to design and develop robust, scalable AI applications that deliver exceptional user experiences. My ability to work collaboratively with talented engineers and researchers, combined with my passion for innovation, makes me an ideal candidate to help push the boundaries of what is possible in AI and to shape its future.

WORK EXPERIENCE
Olive AI, Columbus OH/Remote,   **July 2022 to Present**
Production Support Engineer II

- Lead a team of associate engineers in solving problems and maintaining automation scripts
- Mentor and train new team members to improve their performance
- Take point on major incidents and help resolve multiple automation failures simultaneously
- Host team morning standup meetings when my manager was unavailable
- Host weekly team meetings to share best practices and collaborate on automation issues
- Implemented an improved support documentation system called "Gotchas"
  - Provides step by step instructions to engineers on how to resolve common errors associated with an automation until a permanent fix is implemented
- Develop and share personal tools to improve team efficiency
  - Programmed a PowerShell script to automate the process of setting up and installing required engineering coding environment

Olive AI, Columbus OH/Remote,   **July 2021 to July 2022**
Production Support Engineer I

- Resolved automation failures and errors, writing code fixes and publishing them to production CI/CD pipeline
- Communicated with internal and external stakeholders about automation status and issues
- Used JIRA ticketing system to manage and track tasks and inquiries
- Utilized technical tools such as AWS workspaces, Postman, Selenium WebDriver, and Git to support automation processes
- Fixed parallelized Web scraping RPA automations that run on 98 different Virtual Machines
  - Lowered the total number of daily failures from all running automation by 26%

Tools: AWS workspaces, AWS S3 Bucket, JIRA, Confluence, Postman, Node.js, TypeScript, JavaScript, Selenium WebDriver, Puppeteer, Robot.js, Git, Gitlab, PowerShell, JSON, CSV, PSV, Virtual Machines, Citrix Viewer

American Airlines, Dallas TX,   **March 2020 to June 2020**
Software Developer

- Developed and maintained databases to support operations and track baggage and cargo movements
- Created Splunk dashboards and alerts and defined custom field extractions to monitor and improve performance
- Developed an Angular Ionic Cordova
- Monitored Splunk, Soti, and xMatters logs to ensure optimal performance of baggage service operations
- Android mobile application for baggage services that improved efficiency and reduced delays
- Logged scanned bags and cargo to a Java backend service via RESTful API technology, improving tracking and reporting capabilities
- Utilized technical tools such as Ionic Framework, Angular 2+, Typescript, HTML, CSS, Bootstrap, Splunk, Soti, and xMatters to support development and operations

Infosys Ltd., Richardson Hub TX   **July 2019 to March 2020**
Associate Software Engineer

- Worked on the development of the Richardson Hub main portal webpage using HTML5, CSS, Bootstrap, and TypeScript as part of an internal project.
- Contributed as a member of the mobile apps support team for client Neiman Marcus.
- Successfully deployed Neiman Marcus Customer Facing app (CFA) on the App Store after updating SSL/TLS certificates and performing thorough testing and validation of client incidents on services.
- Maintained Java backend database services for multiple mobile apps and ensured smooth operation and troubleshooting of cloud-based services like Amazon Web Services (AWS) and Filemaker for the ecommerce website.
- Monitored traffic on all owned Neiman Marcus websites, analyzing detailed metrics with Splunk, Dynatrace, and Quantum Metric.

Technologies: Python, Java 8, SpringBoot Framework, HTML 5, CSS, Bootstrap, TypeScript, Angular, SQL, Splunk, Dynatrace, and Quantum Metric.

PERSONAL PROJECTS

- Created Fullstack project I call Backdoor-API it is my version of Remote Desktop Protocol using technologies like Express.js, robotjs, socketio, and more to provide users the ability to remotely control their computer or IoT device using a RESTful API and socket servers. The repository is located on my github profile.
- Created Fullstack project called Command-Center. It is a web application that helps manage your machines that have backdoor-api installed. Users can create an account add their computers and IoT devices to manage their settings, api keys, check their status, fetch their machines logs, and remotely control their machine from the command center portal.
- Created SpringBoot JPA and RESTful API projects which fetches, updates, deletes data from a SQL Database.
- Created a java SpringBoot Dungeons and Dragons Character service which stores character information, statistics into tables in a Maria Database. The DnD Character information can be retrieved via http RESTful API calls.
- Created Node.js RESTful API backend application using Express, Joi, JSONWebtoken, and mongoose libraries to serve documents from Mongo DB. It handled login and register account services and utilized jsonwebtoken as basic web authentication.