

KEVIN YOU

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SUMMARY

Software Engineer with 5+ years of experience in full-stack development in Javascript, React, and NodeJS.

EXPERIENCE

Senior Software Engineer

Qualtrics

August 2018 – Present

Remote — formerly Seattle, WA

- Maintained two high-traffic websites: [Customer Success Hub](#), our users' entrypoint to receiving customer service, and the [Support website](#), a WordPress-backed catalog of self-service support articles about our products
- Built Typescript NodeJS backend services with React frontend single-page applications (SPA)
- Created an internal app using React Remix server-side rendering (SSR) for our frontline managers to enable or disable customer support contact methods based on agent availability
- Wrote an internal best practices guide for writing CSS compatible with right-to-left (RTL) languages like Arabic
- Improved localization string quality by using `i18next` and `react-i18next` libraries for string interpolation
- Created a process for documenting time spent on on-call tasks to identify the easiest tasks that would free up the most churn time
- Migrated statistical models from a single machine to a job cluster, saving \$50k/yr in dedicated hardware costs
- Drastically reduced page load times on a file that was loaded by almost every user by 95% by removing unnecessary build dependencies from client bundle
- Wrote many unit tests, automated browser end-to-end tests, and API behavior tests
- Managed CI/CD pipeline between GitLab, Jenkins, and Docker registry
- Mentored other engineers by providing extensive help in code reviews and providing career advice

PERSONAL PROJECTS

dallas-alerts, [available on GitHub](#)

- Created a Mastodon bot that polls open City of Dallas data and posts details of active incidents
- Followers are notified within 1 minute of an active police incident
- Reduced redundant traffic to Mastodon by 95% by adding a Redis cache

TECHNICAL SKILLS

Languages	Javascript, Typescript, PHP
JS Frameworks	React, React Router, Redux, Vue, Remix, Express, Koa, NestJS, Jest, Vitest
Backend	MongoDB, MySQL, AWS S3, WordPress
Tools	Git, Linux, Docker, Jenkins, Splunk

EDUCATION

B.S. in Computer Science and B.A. in Linguistics
University of Texas at Austin

August 2014 – May 2018
GPA: 4.0