

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 from Dallas, TX

- Maintained website [Customer Success Hub](#) that allowed users to create Qualtrics technical support tickets
- Introduced AI chatbot that gave users a chance to self-triage issues before they could open a support ticket, which reduced amount of tickets taken per support agent by about 60%
- Built Typescript NodeJS backend services with React frontend single-page applications (SPA)
- Wrote an internal best practices guide for writing CSS compatible with right-to-left (RTL) languages like Arabic
- Improved non-English localized string quality by introducing variable and HTML templating
- Migrated statistical models from a single machine to a job cluster, saving \$50k/yr in dedicated hardware costs
- Drastically reduced page load times 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
- Helped others get promoted through mentorship and extensive code reviews

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, on both the browser and on NodeJS
JS Frameworks	React, React Router, Redux, Express, 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