Kevin Mok

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WORK EXPERIENCE

Moveworks **Austin, TX**
Customer Success Engineer *May 2022 - Present*
- Achieved 36% higher resolution rates and 18.2% increased efficiency for customers by leading implementations and ongoing optimization of AI platform skills.
- Cut debugging cycle time exponentially by developing centralized CLI tools and sandbox testing environments—automated 10+ workflows with custom scripts.
- Led cross-functional efforts advising product roadmaps and guiding engineering migrations impacting 100+ organizations. Mentored and trained colleagues.
- Spearheaded early testing and rollout of new AI features and capabilities, creating documentation and tutorials. Rapidly promoted to Subject Matter Expert for mission-critical workflows.
- Provided technical mentorship and training for new hires and team members, improving reliability and service delivery through knowledge sharing.

XP Foundry **Austin, TX**
Full Stack Engineer - Contractor *April 2022 - July 2022*
- Integrated blockchain capabilities into the web application, including NFT staking, looting, and questing, using Solana and modern web frameworks such as React.
- Built Discord bot with custom commands to access key data without logging into the web application.
- Led full-stack architecture initiatives and development of responsive front-end experiences.

K3DES LLC **Remote**
Software Engineer *October 2021 - March 2022*
- Developed secure JavaScript web application with Svelte framework, enhancing productivity through integrated task/project tracking and collaboration.
- Led compliance efforts through close collaboration with security teams during PCI-DSS audits. Conducted in-depth analysis to identify and remediate risks.

Rules-Based Medicine a Q2 Solutions Company **Austin, TX**
Software Engineer I *June 2019 - October 2021*
- Led development of mission-critical lab workflow applications and databases using .NET, C#, and SQL. Optimized robotics automation through engineering scripts and custom CLI tools.
- Architected scalable redesign of 20+-year-old legacy systems, enabling upgrade path through 64-bit migration. Paved way for deprecated Win7 removal, saving premium support costs.
- Built asynchronous web services and customized CLI tools that slashed manual processes and enhanced clinical data analysis.

SKILLS

Languages: Typescript | JavaScript | Python | C# | SQL | HTML | CSS

Libraries & Frameworks: React | Svelte | Next.js | Tailwind

Tools & Platforms: Git | GitHub | Vercel | Heroku | Railway | Docker | Supabase

EDUCATION

Georgia Institute of Technology **Atlanta, GA**
M.S. in Computer Science - Interactive Intelligence *Current*
Texas State University **San Marcos, TX**
B.S. in Electrical Engineering *Graduation Date: May 2019*
Austin Community College **Austin, TX**
A.S. in Computer Science *Graduation Date: May 2016*