KHUSH KAUSHAL

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EMPLOYMENT EXPERIENCE

Clio,

Data Migration Engineer   *September 2020 – Present*

- Performed data transformations and imports from various sources using the Clio API and building automations using python.
- Designed, engineered, and implemented a python tool using OOP and agile processes which helped us maintain our growing code.
- Worked with a team to add OOP logic to existing migration scripts which increased the processing efficiency and streamlined the debugging process.
- Tutored the team on how to use Github which helped us complete the project faster than anticipated by splitting the development tasks among team members.
- Added segment analytics to our migration tools to track their usage and bugs which helped us improve the tools without getting manual feedback from the team.
- Integrated segment with Amazon Redshift cluster to run Looker reports on the data gathered.
- Wrote a script to inject segment code into the existing files in the data migration GitHub.
- Partner with members of the Engineering and Tech Esc teams to develop processes around the design, development, and testing of data transformation, extraction and training activities.
- Replaced rails observers with active record callbacks to remove the deprecated rails observers and clean up our codebase.
- Involved in Unit Testing using Rspec in a Test Driven Development environment.
- Used Factory Bot to create valid test objects with predefined sets of values.
- Communicated with end-users and Project Managers to determine project specifications.
- Deployed code using CI pipelines to AWS buckets while maintaining quality practices such as code design.
- Executed project responsibilities in a collaborative agile team environment.

Technical Environment: Rails, Rspec, FactoryBot, Docker, Github, Rubocop, Solargraph, Build Kite, Shipit, Terraform, Kubernetes, Python, Pandas, SQL, JSON, Github, Excel.

Projects: MDSS, Migration Analytics, Hackathons.

Squirrel Systems,

Escalation Services Supervisor   *December 2019 – September 2020*

- Escalation point for customers and take ownership of their issues to provide the highest level of technical support by consulting technical documents.

- Lead a team of 4 people to meet KPI metrics and build tools to improve our data migration speeds which increased our efficiency by at least 35 percent.
- Review Escalation services processes and identify opportunities for business growth by developing strategies and recommending enhancements to squirrel software.
- Built automations using visual basic and c-shell scripts to fix bugs temporarily which helped our support team get good CSATs while our dev team worked on permanent fixes.

Escalation Services Specialist   *January 2019 – December 2019*
- Provided Tier 2 technical support to corporate restaurant chains by taking ownership of and responding to support tickets as logged by clients.
- Consistently achieved 100% positive customer service feedback via automated customer satisfaction rating tool by proactively identifying cases from sites becoming hot and solving these cases.

OPEN SOURCE CONTRIBUTION

OpenCiviWiki   *October 2021 – Present*
https://github.com/CiviWiki/OpenCiviWiki

TECHNICAL SKILLS

Programming
- Visual Studio C#: Coded system applications using Microsoft Visual Studio.
- Python3: Built ETL automations using Python libraries like Pandas and Numpy.
- HTML/JavaScript/XML/PHP: Developed web pages compatible with all browsers using HTML and PHP code.
- CSS: Used Cascading Style Sheets to style web pages.
- JSON: Pulled data from API in JSON format.
- Ruby on Rails: A beginner Rails dev still learning the ropes.
- Rspec: Unit testing in Rspec using FactoryBot to create test data.
- Docker: Built Docker containers to run code.
- Clio API: Used Clio API to enhance our importer functionality.

EDUCATION

Kwantlen Polytechnic University

Computer Information Systems Diploma   *September 2016 – January 2019*
CCNA 1 Certified   *August 2018*
CCNA 2 Certified   *December 2018*

Linkedin Learning

Linkedin Learning: Advanced Python: Working with Databases   *February 2021*
Linkedin Learning: Become a Ruby on Rails Developer   *April 2021*
Linkedin Learning: Ruby: Testing with RSpec   *June 2021*