My name is Kevin Tsai. I am currently a senior majoring in Information Science at The University of Maryland, College Park. I am on track to graduate in the coming May of Spring 2022. I am a highly motivated problem solver who wants to be challenged in a past-faced work environment. I am passionate about learning new technologies. In addition to the software development course work, I have taken a keen interest in cloud computing, namely AWS cloud technologies. I have completed AWS Cloud Practitioner Certification and am on track to complete the AWS Solution Architect Associate certificate before the end of this year. In terms of practical work experience, I have held multiple part-time jobs throughout my college career. Most recently, I have completed a 15-month engineering internship at Kaleyra Inc. where I made valuable contributions in several key engineering and operation projects.

During my internship as a software engineer in the summer of 2020, I was placed on a team with one other intern. On the first day, we were given an overview of the business solution that The Campaign Registry (TCR) has provided to the telecommunication ecosystem — An SMS campaign that helps eliminate spam text and help mobile network operators (eg. Verizon, T-Mobile, AT&T) police traffic through identification of the SMS sender and verified registration through the registry. As interns we were tasked with improving the operational challenges that TCR faced which was scalability, escalation, scheduling, meeting service level agreements (SLA). Over the course of the internship, we helped develop the entire platform monitoring, customer facing support, and incidence management platforms. One of the challenges that I faced was that the task given was very open ended and not well structured; To overcome this challenge, I lead our development by planning out in small steps of goals for each day, collaborating closely with my team member in daily meetings, and communicating effectively by interviewing stakeholders for suggestions. Even though at time the deadlines were close together and faced numerous complex tasks, I continuously motivated myself to push through to see the change I could create. After presenting our proposed high-level analysis and solution, we successfully persuaded and received approval from the upper-level management to implement our solution. As a result, we created a streamlined incident response management system through OpsGenie, an external ticketing service through Freshdesk, cloud monitoring metrics with Datadog integrated into OpsGenie escalation workflow and assembled multiple dashboards for visualizing key performance indicators using Klipfolio BI tools. Through the valuable workplace experience, I demonstrated organization, leadership, and collaboration in a fast-paced environment.