

# CARL LIN

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## PROFESSIONAL SUMMARY

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Highly organized and detail-oriented software engineer, with a drive to exceed expectations. Ability to analyze data, develop strategies, and provide solutions to complex problems. Seeking to leverage skills and knowledge to contribute to team success.

## SKILLS

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- **Languages:** Python, Java, Javascript, SQL
- **Technologies:** AWS, IBM Cloud, Apache Airflow, React, Angular, Tableau, MySQL, Vertica, MongoDB, Kubernetes, Docker, Jenkins, Service Now, Cognitive Support Platform, Slack API, Postman, DBeaver, Git

## WORK HISTORY

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### Software Support Engineer

*IBM - San Jose, CA*

**April 2024 - Present**

- Successfully provided technical support for the IBM watsonx.data platform, troubleshooting complex issues and ensuring prompt resolution, < 5 days TTR across 50+ cases, to maintain client satisfaction.
- Collaborated with cross-functional teams to diagnose, investigate, and resolve customer-reported software bugs and performance issues.
- Authored and maintained 10+ knowledge base articles, FAQs, and troubleshooting guides to help internal teams and customers resolve common issues.
- Documented support cases and solutions using Service Now and the Cognitive Support Platform, ensuring accurate tracking and reporting of issues.
- Optimized automation tasks for an internal reporting tool with Slack API integration, ensuring reliable notifications for support leaders and improving operational efficiency across the organization.

### Software Engineer

*ADP - Atlanta, GA*

**August 2021 - August 2023**

- Successfully integrated Amazon Managed Apache Airflow on AWS to automate ETL models with enhanced business processes and data extraction for 50+ million records.
- Developed Tableau dashboards (Enrollments, EWA, Savings Envelopes, etc.) to foster data-driven decisions for business executives.
- Designed enhancements and updates for subsystems of end-user applications software running on local, networked, and Internet-based platforms.
- Led production code deployments for new features such as changes in infrastructure and feature development.
- Reviewed project specifications and designed technology solutions with documentation that met or exceeded performance expectations.
- Mentored 2 junior engineers on data workflows, improving team productivity by 10%.

### Software Engineering Intern

*Theissen Training Systems - Gainesville, FL*

**June 2020 - July 2021**

- Built Python-based (W2UI) analytics tools to visualize operational data, promoting data-driven decisions for business executives.
- Configured GitLab and Docker environments, enabling reproducible data processing workflows for a team of 5.

## PROJECTS

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### SmallTalks

#### *Full Stack Developer*

- Collaborated with a team of 4 engineers. Successfully implemented admin functionality such as post management and user validation.
- Utilized ReactJS as the front-end technology, socket.io communication protocol between front-end and back-end communication, typescript server, and MongoDB.

### Petrees' Prints

#### *Front-End Developer, Scrum Master*

- Led team meetings - Dailies, Groomings, Retrospectives.
- Utilized the MEAN stack to help flush out projects for stakeholders.

## EDUCATION

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### University of Florida Herbert Wertheim College of Engineering

*Bachelor of Science - Computer Science*

Gainesville, FL

**July 2017 - May 2021**