CARL LIN

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SKILLS

- **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

Client Facing Technology Support Developer   **San Jose, CA**
IBM   **April 2024 – Present**

- Successfully provided technical support for the IBM watsonx.data platform, troubleshooting complex issues and ensuring prompt resolution, < 5 days TTR across all cases, to maintain client satisfaction.
- Collaborated with cross-functional teams to diagnose, investigate, and resolve customer-reported software bugs and performance issues.
- Developed and maintained 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.

Application Developer   **Atlanta, GA**
ADP   **August 2021 – August 2023**

- Successfully integrated Amazon Managed Apache Airflow on AWS to automate tasks such as ETL pipelines to generate reports.
- Built ETL models to enhance business processes and automate data extraction for over 50+ million records.
- Constructed various feature dashboards (Enrollments, EWA, Savings Envelopes, etc.) on Tableau to help the business make more informed decisions.
- 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 that met or exceeded performance expectations.
- Implemented new documentation that future engineers can use when developing new features.
- Attended agile sprint meetings for updates on new features of products along with mentoring new junior engineers.

Software Engineering Intern   **Gainesville, FL**
Theissen Training Systems   **June 2020 – July 2021**

- Successfully built internal tools using Python and Javascript - W2UI Library - to assist executives into making more data informed decisions.
- Set up the company Git Lab server on the local network, collaborated with fellow engineers on the creation our database, and implemented/introduced Docker

PROJECTS

SmallTalks
Full Stack Developer

- Collaborated with a team of three other engineers. 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, a typescript server, and MongoDB.

Petrees' Prints
Front-End Developer, Scrum Master

- Led team meetings - Dailies, Groomings, Retrospectives. Worked on various different features in Angular.
- Utilized the MEAN stack to help flush out our project to the stack holders.

EDUCATION

University of Florida Herbert Wertheim College of Engineering   **Gainesville, FL**
Bachelor of Science - Computer Science   **July 2017 – May 2021**