

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

Software Support Engineer

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.

Software Engineer

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