

# Low Brian Saetern

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## EDUCATION

### University of California, Davis

*Full Stack Developer, Certified*

### California State University, Sacramento

*Bachelor of Science, Computer Science*

### Sacramento City College

*Associate of Science, Pre-Health*

*Associate of Arts, Interdisciplinary Studies: Social and Behavioral Sciences*

**Davis, California**

*December 2022*

**Sacramento, California**

*June 2022*

**Sacramento, California**

*December 2020*

*December 2020*

## EXPERIENCE

### Fly.io

*Support Engineer*

**Chicago, Illinois**

*2022-2023*

- Consulted with customers to successfully deploy projects to Fly.io, ensuring smooth integration with the cloud-based platform and validating the application's scalability and performance, achieving a 99.9% uptime rate.
- Collaborated closely with 500+ external and internal stakeholders to conduct comprehensive requirement gathering ensuring a clear understanding of project needs leading to a successful delivery case rate of 95%.
- Employed Git version control through a centralized repository to track code changes and conflicts to maintain a clear history of code modifications, resulting in a 20% increase in team productivity and code quality.
- Expertly triaged and efficiently responded to a diverse range of technical questions, from app deployment to networking problems, resulting in a 90% customer satisfaction rate, and a 98% resolution rate within 24 hours.
- Empowered customers by developing and maintaining comprehensive documentation for frequently asked questions, resulting in a significant 20% reduction of recurring support inquiries.
- Conducted thorough debugging and troubleshooting of codebases to rectify software bugs contributing to platform stability with a 30% decrease in critical bugs reported by customers.

### Amazon

*Fulfillment Process Operations Specialist*

**Sacramento, California**

*2018-2022*

- Interfaced with 1000+ customers to gather information, understanding their unique needs, and proactively addressing any concerns, promoting a high degree of customer satisfaction, and nurturing long lasting relationships.
- Facilitated comprehensive training and onboarding for 1000+ associates, including safety protocols and process flows, resulting in increased operational efficiency, timely deliveries, and a 25% reduction in workplace accidents.
- Coordinated bi-monthly workshops and focus groups of 50+ employees to gather feedback about process improvements, warehouse operations, and delivery procedures, resulting in a 25% increase in employee engagement and satisfaction.
- Spearheaded implementation process improvements for label scanning, leading to improved efficiency measured by a 25% reduction in delivery time.
- Leveraged inferential statistics including clustering techniques to pinpoint areas for improvement, leading to a 15% reduction in processing errors and exceeding performance targets by 20%.

## PROJECTS

### Email Management System

- Engineered a Ruby on Rails application to overhaul email output and communication processes, utilizing RESTful APIs, SQL, JSON, Gemfiles, and Bundler for a seamless user experience.
- Implemented advanced functionalities through requirement analysis and technology selection to support email templating, scheduling, and tracking, resulting in a notable 30% increase in email engagement.
- Executed automated testing tools including integration and regression testing, resulting in reduced user-reported errors by 25%, achieving a 99.5% uptime post-deployment on Fly.io Cloud System.

### Employee Management Program

- Constructed a SQL database application utilizing both front and back-end technologies including XML, REST, and JSON to maintain employee records which streamlined data management leading to an increased HR utilization rate of 100%.
- Integrated robust and secure user authentication and authorization features, achieving a 99.9% success rate in preventing unauthorized transactions and aligning to data privacy standards.
- Managed a team of 4 developers by architecting project timelines through comprehensive documentation strategies via Jira which led to a 95% on-time project completion rate.

### Weather Dashboard

- Engineered a Weather API application, integrating the OpenWeatherMap API to deliver real-time weather data with an average response time of under 100 milliseconds, providing consistent access to information from 500,000+ global locations.
- Executed Software Development Life Cycle methodologies and utilized expertise in HTML, CSS, JavaScript, and HTTP to identify and troubleshoot issues, resulting in a 30% reduction in website errors.
- Implemented caching and data persistence techniques including relational databases for querying and retrieval, minimizing API calls by 75% leading to a faster and seamless user experience.