Luka Brown

Full Stack Software Engineer
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SKILLS

Languages: Python, C/C++, C#, Java, SQL, NoSQL, HTML, CSS, JavaScript, CUDA, x86/MIPS Assembly
Libraries: AWS Botocore, Boto3, YAML, Slack SDK, PySNC, Okta, PThreads, OpenMP, MPI, jUnit, Pandas, NumPy, Scikit-Learn
Certifications: Microsoft Technology Associate: Programming Using Python (March 2019)
Tools: Amazon AWS, Lambda, Redshift, EC2, CloudWatch, DynamoDB, S3, Git, GitHub, SVN, .NET Framework, RabbitMQ, RGS, Debugging (GDB), Agile/Scrum, Unit Testing, Linux CLI, Jira, Confluence

EXPERIENCE

ZENDESK October 2024 – Present
Senior Technical Support Engineer Remote

- Mentored and onboarded junior Support Engineers on advanced troubleshooting techniques including Datadog log analysis, API debugging, reducing new-hire ramp-up by several weeks.
- Authored and published 5 technical workflows/internal troubleshooting guides on Ultimate Agentic AI Agents within the first quarter of being trained on the product.
- Improved internal documentation and knowledge-sharing processes, reducing Ultimate Agentic AI Agent–related escalations by 20% and enabling more customer queries to be solved without a support ticket.
- Achieved and maintained an average customer satisfaction (CSAT) score of 85%, the highest on the team for over 6 consecutive months.
- Consistently exceeded global productivity benchmarks by maintaining 15% higher ticket assignment and resolution rates than the global average.
- Delivered advanced technical support for Ultimate Agentic AI Agents, REST APIs, webhooks, email integrations, trigger workflows, custom apps, etc.
- Performed root cause analysis and bug identification, escalating reproducible issues to Engineering for timely fixes and improved product reliability.
- Designed and facilitated a JWT web widget authentication troubleshooting training for team members, improving team cohesion and technical product understanding.

ARISTOCRAT TECHNOLOGIES June 2023 – January 2024
DevOps Engineer (September 2023) Austin, TX

- Utilized AWS Cloud Infrastructure for multiple CI/CD automation projects for internal developer efficiency and company standardization.

- Guided 3 interns on 2 different projects, assisting with onboarding, environment setup, introductions to key persons in the company, and managed sprint focus and ticket priority.
- Facilitated meetings with developers globally to understand Company needs and worked to prioritize and develop new features based on developer requests on internal CLI tool.
- Matured Large Asset Storage technology to overcome GitHub's limitations with AWS S3.
- Brought app from POC to production that allowed for internal GitHub repository management and created standards for automation potentials using AWS Lambda.
- Worked on shifting development builds to AWS EC2 for efficiency, uptime, and reliability.
- Created documentation for multiple projects including pages on Dev Environment Setup, App Usage Examples, DynamoDB Database Schemas, How to Contribute, and Python Style Guide.

Software Engineer (June 2023) Austin, TX

- Named Inventor on Patent Pending technology related to player engagement profiles on Electronic Gaming Machines (EGMs) presented at Global Gaming Expo (G2E) in 2023.
- Developed C++ 5-reel replay functionality for EGMs for G2E presentation.
- Produced new writer class to communicate in-game rolls reset for sales demo experience.
- Implemented RabbitMQ in C# to send and receive custom messages to remote server in order to display new graphics for user achievements on EGM.
- Created documentation and graphics to describe new EGM workflow for internal PowerPoint, presented findings to CTO for next project phase approval.

TWITTER May 2021 – July 2021
Software Engineer Intern Remote

- Utilized SQL and Python to analyze engagement data to inform marketing campaigns.
- Improved C++ components on data processing pipeline leading to 14% faster processing time.
- Documented several internal processes with step-by-step guides, enhancing dev efficiency.

EDUCATION

TEXAS STATE UNIVERSITY August 2019 – May 2023
B.S. Degree in Computer Science. Minor in Applied Mathematics San Marcos, TX
Coursework: Machine Learning, Parallel Programming, Database Systems, Cybersecurity.

OPEN-SOURCE PROJECTS

GRADIENT BOOSTING REGRESSION ON HOUSING PRICES March 2023 – May 2023
Lead Python Developer github.com/lukabrown/Gradient-Boosting-Housing-Dataset

- Trained and tuned a gradient boosting model to predict home prices from Iowa dataset.
- Used dimensionality reduction, feature extraction, other techniques to transform the dataset.
- Final model performed better than 75% of all submissions to the Kaggle competition.

DECENTRALIZED NETWORK VOTING SIMULATOR October 2022 – November 2022

Lead Python Developer github.com/lukabrown/Secure-Voting-System

- Applied directed acyclic graphs to create a self-verifying network of nodes to act as votes.
- Engineered custom hashing algorithm for trust validation and malicious node pruning.
- Simulated national elections and analyzed the outcomes for anomalies on a large scale.

CPU SCHEDLUING SIMULATOR August 2022 – October 2022

Lead C++ Developer github.com/lukabrown/CPU-Scheduling

- Utilizes first come first serve, round robin, highest response ratio next as algorithms.
- Allows the user to simulate a variable number of cores and workloads for each scheduler.
- Reports a suite of metrics used for CPU evaluation once the simulation completes.