

# MARK PINTO

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## EDUCATION

**B.S. Computer Science and Engineering - The Ohio State University**

Columbus, OH

## SELECTED EXPERIENCE

### Discover Financial Services

Chicago, IL

*Application Engineer*

Sep 2023 - Present

- For the transmission of data to strategic partners, I perform a mix of Cloud and Data Engineering work. (Python, K8/Kubernetes, HCL, Bash)
- Develop automated workflows in AWS, e.g. an automated data pipeline for uploading and querying to a partner's clean room.
- Improve observability, monitoring, and alerting within our Kubernetes cluster to mitigate and rebound from failure scenarios. (K8s event monitoring/incident creation and DataDog dashboards)
- Deliver solutions taking into consideration an evolving cybersecurity landscape and red tape challenges.
- Develop distributed application architectures to be highly scalable, reliable, and maintainable.
- Deployed Production Infrastructure via Terraform in conjunction with Ansible Tower. Deployed using CloudFormation as well.

### Outlier AI

Remote

*Software Engineer - AI Training*

Apr 2024 - Jun 2024

- For LLM improvement, I wrote specialized, ideal code; in JavaScript, in C#, in HCL, and in Java, for a wide range of software problems across domains for GPT 4.0 and ChatGPT from OpenAI.
- Refined and optimized code generated by LLMs via Reinforcement Learning through Human Feedback (RLHF training).
- Evaluated and assessed the quality and effectiveness of prompt responses with a discerning eye for content relevance, coherence, and tone.

### Epsilon

Chicago, IL

*Associate Client Integration Engineer*

Jun 2021 - Sep 2023

- Through code optimization, attained 90% improvement in speed of live data availability alongside a 35% reduction in server resources.
- Rebuilt, from the ground up, an ETL in Python of daily customer data (20M Rows), reducing runtime from 2 hours to 15 minutes for 20M rows.
- Reduced weekly support team time costs by more than 88% (1.5 hours to 10 minutes) for a critical workflow by taking ownership and fixing a broken tool, automating workflows using code to speed up work for one of the organization's largest revenue producing clients.

### eLPS, LLC

Columbus, OH

*Software Engineer*

Jan 2021 - May 2021

- Developed MVP of a web application which facilitates the HIPAA compliant delivery of subpoenas and documents containing PII using Azure Cloud, React.js frontend, Node.js backend, and Python was for data processing and extraction.
- Led one direct report to implement Agile methodologies, SDLC, architecture planning, and create an automated CI/CD pipeline.

## SKILLS

Languages:	Java, Python, HCL, JavaScript, HTML, Ruby, SQL, PostgreSQL, Bash
Frameworks and Libraries:	Node.js, React, Next.js, Tailwind, CSS
Tools:	Git, Linux, AWS, HashiCorp(Vault, Terraform), Jira, CI/CD, Docker, Kubernetes OCP / OpenShift

## SELECTED CERTIFICATIONS

**AWS Certified Solutions Architect – Associate (SAA)**

AWS

Credential ID: ba3c4e05232a49bda3b09df3ae12028f

Apr 2024

## SELECTED PROJECTS

### Hirewise AI

2023 - <https://github.com/lycoris11/hirewise-ai>

An AI tool that leverages OpenAI's LLM to compare resumes against job descriptions; helping recruiters find the ideal candidate.

Tech Stack: Next.js, Tailwind, API Gateway, Lambda, S3, and RDS (Serverless Aurora PostgreSQL)