

Washington D.C. Metro Area  
<https://github.com/rjhoppe>

## RICHARD J. HOPPE

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### EMPLOYMENT

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**Software Engineer** **Axon Enterprise** **Oct. 2023 - Present**

My90 / Community Request

- Technical lead on deployment of Community Request's Pricing Realignment project involving the deployment of feature flags and user based licenses to increase product revenue by a projected 30%.
- Reduced My90 deployment time in Azure by 40% using Go, Bash, Python, and Azure Bicep templates.
- Developed a customer facing Sentiment Analysis feature using Python.
- Reduced Twilio monthly expenditure by 15% by implementing a phone number validation system.
- Reduced the frontend bug backlog for Community Request by 20%.
- Built ETL pipelines using Python, Azure Data Factory, Azure Functions, and Azure Logic Apps.

**Technical Account Manager** **Qualtrics International** **Dec. 2021 - Oct. 2023**

Public Sector

- Developed an internal app for qualitative data generation using Python, Selenium, Flask, SQLite, and Docker, then deployed the application to AWS using ECS, ECR, RDS, S3, API Gateway, Lambda.
- Rebuilt the Qualtrics Internal Services Toolkit, so that it could be used by TAMs working on federal/public sector accounts.
- Architected client ETL pipelines using Python and Qualtrics public REST APIs.
- Presented technical recommendations to a client as part of a successful \$1 million RFP deal.

**Program Manager** **Acuity, Inc.** **Aug. 2019 - Dec. 2021**

U.S. Department of State

- Served as the resident technical SME for two applications of the Department of State's Defense Export Control and Compliance System (DECCS) - an Azure/ServiceNow backed system.
- Automated the team's weekly report using Python, Linux, SQL, and Tableau.
- Implemented a ServiceNow solution that resulted in a 93% increase in monthly case resolution.
- Scoped stakeholder application requirements and turned them into Agile user stories using Jira.

### LANGUAGES AND TECHNOLOGIES

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- Python, JavaScript, TypeScript, Go, SQL, Scala, Java, Apache Thrift, Cobra CLI, Bash, Powershell
- Selenium, Flask, JupyterLab, Hugging Face, PyTorch, React.js, MySQL, REST APIs, Postman, GraphQL
- Git, Docker, Linux, Azure Functions, EC2, S3, SQS, ECS, Kubernetes, Terraform, Qualtrics, Splunk, Jira

### EDUCATION

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**Williamsburg, VA** **College of William & Mary** **Fall 2014 – May 2018**

- Bachelor of Arts (B.A.)

### CERTIFICATIONS AND AWARDS

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#### Certifications

- AWS Solutions Architect - Associate (2023)
- Professional Scrum Master I (PSM I) (2022)