

# Owen Murphy

## Software Engineer

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## PROFESSIONAL EXPERIENCE

### IBM

06/2022 – present | New York, U.S.

#### Software Engineer

- • • Architected a scalable GenAI microservices platform, slashing latency by 20% through a Redis/Postgres cache-aside strategy and optimized high-throughput data modeling.
- Engineered AI-powered chatbot enhancements, driving a 10% user engagement increase across 500,000 users through adaptive responses and RAG-based retrieval.
- Drove cloud-native Kubernetes deployments with automated CI/CD pipelines, resolving critical production issues and establishing robust security with JWT/JWKS authentication.
- Successfully facilitated client demos gathered stakeholder requirements, and collaborated with the client infrastructure team to troubleshoot and enhance project efficiency, reducing application load time by 30%.
- Co-led a cross-functional team of 10+ developers to migrate a pharmaceutical application to Redhat Openshift on AWS Kubernetes and a microservices architecture. Achieved a **30% reduction in load time**, increased system reliability, and enabled faster feature development.
- Redesigned front-end UI based on user feedback, leveraging modern frameworks such as Next.js. Achieved a 25% increase in customer satisfaction and a 15% reduction in support tickets by enhancing user experience and performance.
- Restructured RESTful APIs to reduce redundant backend calls enhancing performance while ensuring comprehensive documentation with Swagger and OpenAPI.
- Organized and led knowledge-sharing sessions, fostering a culture of continuous learning. Maintained high code quality by enforcing coding standards and implementing robust maintainable practices across the codebase.
- Developed a VanillaJS version of a Vue.js gamification application, optimizing payload for mobile users on WIFI, ensuring seamless access to critical information, improving UX, and boosting overall performance.
- Utilized static-site generation and server-side rendering with Next.js for fast upload on DIAD devices enhancing internal processes and employee onboarding.
- Leveraged querying techniques on MongoDB to analyze delivery driver productivity, boost performance, and achieve cost savings through data-driven insights and process optimization.

## EDUCATION

### B.S. Math and Computer Science

2018 – 2022 | Waco, U.S.

Baylor University

*Magna Cum Laude*

## SKILLS

Next.js | Node.js | GraphQL | Javascript | SQL/NoSQL | Cloud Computing | Python | Java |  
C++ | Bash | DevOps | Kubernetes | Jenkins | NGINX | Service Mesh | Spark | Leadership |  
PyTorch | Neural Networks | FastAPI | Distributed Systems | Observability | RabbitMQ |  
Service Mesh | CNCF

## CERTIFICATIONS

AWS Solutions Architect Associate • AWS Developer Associate • AWS SysOps Administrator Associate

## INTERESTS

- Writing technical blogs
- Open Source
- Health and Fitness