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JOSEPH PETERSON

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EMPLOYMENT

Arctic Wolf

Software Engineer - Security Services and Customer Experience   **March 2022- Present**
- Worked under VP with product owners to iterate on application POCs using Python and low-code tools
- Designed the team's docker based local Go development environment with mocked AWS resources
- Configured and deployed AWS queues and databases

Sezzle

Software Engineer - Internal Operations   **Nov 2020 - March 2022**
- Reduced the Dispute Team workload by 3 hours a day by automating reminder messages sent to customers and automatically closing abandoned disputes
- Built batching software to migrate 4 million customer accounts into Zendesk
- Worked on a team to create internal React tools to manage company products and features, including orders, payments, chargebacks, and virtual payment cards
- Advocated for and implemented feature flagging for the companies main internal tool
- Interviewed Software Engineer applicants

Software Engineer - Customer Support   **May 2018 - Nov 2020**
- Reduced manually reviewed disputes by 70% by building a customer facing questionnaire to automatically categorize and filter dispute submissions
- Troubleshot, solved, and triaged 200+ bugs for both customer and merchant facing products
- Migrated 400,000 tickets and 2.8 million messages from the LiveAgent API into a MySQL archive
- Designed and built SQL based BI dashboards to monitor support ticket and dispute resolution speeds

Intern Software Engineer   **Feb 2018 - May 2018**
- Generated customer creditworthiness data points
- Integrated the TransUnion credit report API into the credit approval process

TECHNICAL EXPERIENCE

Languages
- (**Proficient**) Go, JavaScript, TypeScript (**Prior experience**) Python, C++

Technologies
- MySQL, PostgreSQL, AWS, React, Docker, Git, Redux, React Testing Library, Jest, Redash

EDUCATION

Northfield, Minnesota   **St. Olaf College**   **Aug 2014 – May 2018**
Bachelors in Computer Science
- Cumulative GPA: 3.4
- Relevant coursework: Algorithms and Data Structures, Parallel and Distributed Computing, Linear Algebra, Differential Equations