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Joseph Peterson

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Employment

Sezzle

Software Engineer - Internal Operations **Nov 2020 - Present**

- Reduced the Dispute Team workload by 3 hours a day by automating the reminder messages sent to customers and automatically closing disputes ignored by customers
- Built 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
- Personally advocated for and implemented feature flagging for the companies main internal tool
- Interviewed Software Engineer applicants

Software Engineer - Customer Support **May 2018 - Nov 2020**

- Implemented a customer facing questionnaire to automatically categorize and filter dispute submissions, reducing the need to manually review disputes by 70%
- 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
- Interviewed and mentored Tier 2 Technical Support Agents

Intern Software Engineer **Feb 2018 - May 2018**

- Generated customer creditworthiness data points
- Integrated the TransUnion credit report API into the credit approval process

Python Web Developer **St. Olaf College** **May 2017 – Aug 2017**

WebMapReduce

- Redesigned a Django frontend to expand data processing options for users
- Integrated a custom REST API for submitting jobs to the Hadoop data processing backend

Technical Experience

Languages

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

Technologies

- MySQL, PostgreSQL, React, Redux, React Testing Library, Jest, Git, Docker, 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