

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

RICHARD J. HOPPE

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EMPLOYMENT

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

Device Evidence Management System

- Member of a team that maintains, scales, and safeguards critical search infrastructure that contains more data than Netflix and YouTube combined.
- Technical lead for the design and implementation of the new search experience for the DEMS web application using Apache Solr, Scala, TypeScript, and React.
- 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%.
- Built ETL pipelines in using Python, Azure Data Factory, Azure Functions, and Azure SQL Server.
- Reduced Twilio monthly expenditure by 15% by implementing a phone number validation system.

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

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

EDUCATION

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

- Bachelor of Arts (B.A.)

CERTIFICATIONS AND AWARDS

Certifications

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