Randy Lam

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WORK EXPERIENCE

Turing Video   **Oct. 2020 – April 2022**
Data Scientist   *San Jose, CA*
- Utilized Jupyter Notebook with Python/Pandas to clean and organize over 2000+ lines of data for key accounts.
- Presented data to team members to validate the stability and accuracy for smart devices.
- Identified, analyzed, and interpreted trends or patterns in data sets.
- Provided on-site technical assistance for Sales Engineers in the POC stage of sales agreements.

Support Engineer   *Sam Mateo, CA*
- Managed over 4000 devices for AI-powered video surveillance platforms and body temperature scanners.
- Scripted and deployed Ansible and Excel/VBA scripts for firmware upgrades and health checks.
- Created and tested SOPs for production and quality control for employees and third party vendors.
- Replicated existing issues for troubleshooting and ensuring quality assurance.
- Operated Jira and Confluence to resolve tickets and documentation
- Cooperated with Tier 1 support to investigate and diagnose issues to avoid T3 escalation.

TicketDM   **Oct. 2019 – Dec 2019**
Software Engineer Intern   *Palo Alto, CA*
- Utilized Android Studio, Java, and XML to develop user friendly features and designs for a mobile app.
- Collaborated with other software developers to improve technical issues and debugging.
- Managed and organized feature and bug tickets from an internal ticketing system for customer service.
- Used Git for version control and organization.

Waymo   **June 2018 – Sep 2018**
Test Assistant   *Atwater, CA*
- Stress tested self-driving vehicles by blocking certain cameras, imitating weather conditions, and night tests.
- Monitored all stages of testing to reduce the chances of defects and malfunctions.
- Inspected and maintained auxiliary vehicles.

EDUCATION

University of California, Merced   **May, 2019**
Bachelors in Computer Science & Engineering   *Merced, CA*

SKILLS

Troubleshooting; Communication; Office 365, macOS; Windows; Git; Replication; Testing; Linux; Log Reading; Account Management; Customer Support; Ticketing; Leadership.

COURSEWORK

Computer Networks; Algorithm Design and Analysis; Data Structures; Object Oriented Programming; Computer Vision; Artificial Intelligence; Operating Systems.