

# Robert Spencer

## Software Engineer, Backend

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### Education

University of North Carolina at Charlotte, Charlotte, NC May 2022

Bachelor of Science in Computer Science, Cum Laude | Concentration: Data Science | Major GPA: 3.85

### Technical Skills

**Languages:** Python (SKLearn, Pandas), Golang, PHP, Javascript (Vue.js, Node.js), SQL, MongoDB

**Development Tools & Strategies:** AWS, Docker, GPT-3.5, and Agile Methodologies

### Work Experience

**Ezoic Inc.**, Software Engineer II, May 2022 - Present,

- Designed and built a custom chatbot utilizing **Golang** and **GPT-3.5** to assist the Helpdesk, saving over 4500 person days in employee time
- Redesigned the API for our support platform, reducing load time on staff's most frequently used pages by over 90%.
- Designed and built the **Golang** backend for a domain verification and transfer tool, resulting in over \$8 million in revenue from transferred domains.
- Migrated thousands of lines of legacy **PHP** to **Golang**, improving backend performance.
- Built and maintained dozens of data dashboards in **Vue.js** using direct feedback from frontline teams.
- Acted as the liaison for my team during company-wide engineering standups, ensuring effective communication between teams.

**Freelance Software Projects**, Software Engineer, October 2020 - Present,

- Designed, built, and maintained a virtual market tool in **Python** with **Flask** and **MongoDB** with over 300 users to supply real-time information on user market patterns in the games EVE Online and Escape from Tarkov.
- Created an analysis tool in **Python** with **SKLearn** and **Pandas** for Counter-Strike: Global Offensive & Counter-Strike 2, using machine learning to assist with strategy creation and player/team scouting.

**Caesarstone US**, IT Intern, June 2021 - May 2022,

- Performed administrative and helpdesk tasks with Microsoft Active Directory
- Developed an application to automate updating employee information and salesforce accounts for 500+ employees.