Sean Seungeon Kim

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Relevant Experience

Qualtrics XM – Software Engineer   Reston, Virginia | Aug*, 2022 - Present*

- Developed a monolithic NodeJS application that performs ETL operations. It extracts customer product feedback data from platforms such as Reddit, Salesforce, LivePerson, Genesys Cloud, integrating the results into an internal employee platform (Typescript, MongoDB)
- Built and scaled queue-based NodeJS microservices to analyze customer call and live-chat data interaction with agents (Rabbit MQ, DynamoDB)
- Led full-scale migration of multiple databases (RDS Aurora, Self-Managed MongoDB on EC2, Amazon DocumentDB) using RDS Snapshots, and AWS Database Migration Service (DMS), resulting in a significant reduction in developer maintenance efforts
- Led migration of IBM Kubernetes cluster to AWS EKS with minimal disruption to customer experience, resulting in unification of one cloud provider
- Monitored service logs and metrics through Prometheus and Splunk dashboards and set up alerts, enabling on-call to take prompt actions on service outages
- Integrated CloudWatch, SNS Topic and AWS Lambda to send alerts to private slack channel for developers, ensuring optimal CPU/Memory usage
- Deployed Kubernetes resources using Helm to automate the generation of daily aggregated reports on application status, seamlessly integrating them with Atlassian Jira to enhance project management and team workflows
- Designed end-to-end tests written in Go and automated them on Jenkins to prevent regression from merging in production
- Partnered with cross-functional teams (including development, operations, and support) to address operational challenges, fostering open communication and collaboration, helping achieve customer business goal

Other Experiences

Virginia Tech – Full Stack Engineer Intern   Blacksburg, Virginia | *June,2020 – Aug 2020*

- Architected a full stack design to showcase plasma density with various plotting types on web browser
- Created a full-stack web application to analyze plasma density given scripted inputs

SKILLS

- **Programming Languages**: Typescript, Python, Bash
- **Database:** MongoDB, DocumentDB, DynamoDB, Postgres, RDS
- **Tools:** VSCode, Vim, Git, NPM, Docker, Kubernetes, Helm, RabbitMQ, S3, CloudWatch, Elasticache, IAM, SNS, Lambda, Jenkins, Splunk, Prometheus, Grafana, Terraform, Amazon VPC

Certifications

- AWS Certified Cloud Practitioner
- AWS Certified Solutions Architect Associate
- AWS Certified Developers Associate
- Certified Kubernetes Application Developer

EDUCATION

University of Virginia - Charlottesville, VA

- Bachelor of Arts in Computer Science