SIDDHARTH GAMPA

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EDUCATION

GEORGIA TECH – COLLEGE OF COMPUTING — Atlanta, GA
M.S. in Computer Science (3.9 GPA) — Aug 2024
- *Courses:* Algorithms, Artificial Intelligence, Operating Systems, High Performance Computing Architecture, Software Development Processes, Information Security, Computer Networks, Human Computer Interaction

UNIVERSITY OF CALIFORNIA - BERKELEY — Berkeley, CA
B.S. in Bioengineering, Minor in Chemistry — May 2018
- *Leadership* : Student Learning Center Tutor - Biology and Chemistry Study Group Leader (Taught a class of 30 students)
- *Membership* : Biomedical Engineering Society, Habitat for Humanity, Student Learning Center

WORK EXPERIENCE

Twilio Inc — San Francisco, CA
Technical Support Engineer Team Lead, Personalized Support — Aug 2023 – Present
Technical Support Engineer 2, 3, 4 — Jan 2021 - July 2023
- Led the resolution of mission-critical issues for Twilio's highest-volume customers, ensuring seamless performance and uptime of Node.js based products, resulting in improved customer satisfaction and retention
- Developed full-stack web application support tools utilizing Javascript/HTML/CSS and NoSQL databases that made internal lookups and workforce management **50% faster**
- Spearheaded the design and implementation of a QA and feedback system with 3 team leads to grade support tickets across key categories, including technical troubleshooting and communication, **driving a 20% increase in customer satisfaction**
- Initiated and revamped the team's onboarding plan by focusing on common ticket scenarios and active learning techniques, leveraging mentorship experience and feedback from past new hires, **achieving a 40% reduction in onboarding time**

Epic Systems — Madison WI
Technical Support Engineer — Jul 2018 – Dec 2020
- Collaborated on developing a customer-facing operational dashboard, personally creating a key SQL metric and leading the design of the overall dashboard, **resulting in a 20% increase in regulatory adherence for the top 20 customers**
- Built custom scripts and collaborated closely with the development team to enable the largest revenue customer to integrate bespoke features, **driving a 10% increase in feature adoption**
- Spearheaded launch and integration of custom EMR system, **managing relationships with 25 doctors and administrators** implementing user-centric solutions; exceeded customer expectations

PROJECTS

Personal Project: [Movie Review Web App](#) | *NodeJS, MongoDB, Express, React*
- Developed full stack application with NodeJS and Express serving a REST API with React as the front end
- Utilized NoSQL database with MongoDB to store movie reviews
- Built functionality to allow users to search for movies and write, edit, and delete movie reviews

Grad School Project: Job Offer Comparison Android Mobile App | *Kotlin, Android Studio, SQLite*
- Developed Android app to compare job offers based on various factors like salary and title with Android Studio and Kotlin
- Utilized Git to manage version control and integrate features built by various team members
- Developed core job offer comparison logic of application using weighted averages and sorting to allow users to identify what offers are better for them personally

TECHNICAL SKILLS

- *Languages:* JavaScript, HTML, CSS, SQL, Python, Java, C, C++
- *Frameworks/Libraries:* NodeJS, React, Express, Pandas, Numpy, Matplotlib
- *Tools:* Git, Vercel, Visual Studio Code, IntelliJ, Eclipse
- *Certifications:* Udacity: AI Programming with Python Nanodegree, EdX: Georgia Tech Analytics MicroMasters, FreeCodeCamp: JavaScript Algorithms and Data Structures Certification