Benjamin J. Ku

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Experience

Software Engineer | Phileoever Foundation| Jun 2021 to Present
- Created a grant management system for donors to view the status and history of all of the foundation's financials, and to ensure that their own personal contributions are used towards the correct grantee if specified.
- Implemented a secure payment gateway using Stripe for donations made by credit/debit card, ACH, EFT, and digital wallet.
- Set up a help desk system using Jira Service Management and offered prompt responses to any issues users encountered.
- Languages & Technologies Used: TypeScript, React

Machine Learning Engineer | 8x8 | Jun 2019 to Dec 2021
- Implemented a call analytics system hosted on AWS to flag bad calls for automatic followup, reducing churn and increasing SMB retention by several months.
- Developed advanced ETL workflows with Spark and Apache Airflow, integrating diverse datasets from the VoIP ecosystem.
- Handled data pipeline engineering and CI/CD integrations for the AI/ML team using Apache Airflow and Jenkins.
- Languages & Technologies Used: Python, Pytorch, C++, SQL

Junior Security Analyst | Independent Security Evaluators | Jun 2018 to Jan 2019
- Performed assessments to help customers improve their security posture, through penetration testing, IAM reviews, etc.
- Researched vulnerabilities for IoT devices and SOHO routers.
- Languages & Technologies Used: C, Python, Bash, Burp Suite

Education

UC San Diego | B.S. Computer Science | Jun 2019

Western Governors University | M.S. Data Analytics | Mar 2025

Skills

- Languages: Python, C++, SQL, TypeScript, Bash
- Technologies: PyTorch, Pandas, Spark, React, Snowflake