

SHEA STEVENS

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EDUCATION

University of Hawaii at Mānoa: M.C.S., Computer Science	Honolulu, HI, Aug 2025 - May 2027
<ul style="list-style-type: none">Focus: AI and Data ScienceCoursework: Graphics Programming, Applied Computing Fundamentals, Machine Learning	
University of Oregon: B.S., Computer Science (GPA 3.6)	Eugene, OR, Aug 2017 – May 2021
<ul style="list-style-type: none">Focus: Machine Learning/Artificial Intelligence and Game ProgrammingMinors: Japanese & MathematicsCoursework: Web Development, Probabilistic AI Methodology, Data Structures & Algorithms, Operating Systems	

PROFESSIONAL EXPERIENCE

Vindicia: Software Engineer	San Francisco, CA, Mar 2022 – Dec 2023
<ul style="list-style-type: none">Enhanced new backend Python subscription billing features with automated recovery workflows, enabling merchants to reclaim 50% of failed transactions.Designed real-time transaction processing systems that increased merchant retention by up to 30% through improved data insights and intuitive RESTful API's.Led cross-functional collaboration and knowledge transfer with Product, Ops, and Documentation teams throughout the SDLC to create seamless releases.Resolved critical performance bottlenecks by optimizing PostgreSQL queries and indexing strategies, achieving 10x faster performance and reducing system load.	

University of Oregon: Technology Service Desk Analyst	Aug 2019 - Aug 2021
<ul style="list-style-type: none">Resolved 100+ technical and university account-related issues monthly with 98% customer satisfaction.Attained a resolution rate of 87% first calls and reduced escalations by 22% through clear collaboration.	

TECHNICAL SKILLS

Programming Languages: Python (expert), C++, Go, SQL, JavaScript	
ML/AI: Machine Learning, Large Language Models (LLMs), Retrieval-Augmented Generation (RAG), Multi-Agent Systems	
Systems & Infrastructure: Distributed Systems, REST APIs, PostgreSQL, FastAPI, Flask, Docker, Kubernetes	
Core CS: Data Structures & Algorithms, Object-Oriented Programming, Statistical Analysis	
Tools & Platforms: Git, Jenkins CI/CD, Linux/Unix, Event-Driven Architecture	

EXTRACURRICULAR

University of Oregon E-Sports: Overwatch Coach/Manager	Eugene, OR, Aug 2019 – May 2021
<ul style="list-style-type: none">Managed and played on college Esports team; coordinated video reviews yielding 17% improvement in teamwork and communication; scheduled matches and scrimmages while optimizing timeliness and resolving conflicts.	

PROJECTS

Multi-Agent Cache-Augmented Generation MTG Deck Builder	github.com/swstevens/agentic-cag-system
<ul style="list-style-type: none">Architected agentic AI system with three-tiered caching architecture (100,000 entries across hot/warm/cold storage) coordinating specialized agents for scheduling, knowledge retrieval, and symbolic reasoning.Optimized distributed data retrieval performance through statistical analysis of cache hit rates and access patterns, implementing production-grade caching strategies to minimize latency in multi-agent workflows.	

RAG Chatbot	github.com/swstevens/rag-chatbot-go
<ul style="list-style-type: none">Developed a lightweight Go-based chatbot server optimized for resource-constrained environments (Raspberry Pi), featuring multi-provider LLM support (OpenAI, Ollama), Discord integration, web search capabilities, and HTTPS support with single binary deployment.Architected multi-service system with REST API, web interface, and Discord bot using MVC pattern, achieving efficient memory usage (<256MB in ChatGPT mode) and cross-platform compatibility for ARM64/x86_64 deployments	
Physics Based Raytracing and Rendering	github.com/swstevens/Raytracing

<ul style="list-style-type: none">Implemented a physics-based rendering script in C++, implementing ray tracing and global illumination algorithms.Continued graphics development, adding realistic shadows, light diffusion, depth-of-field, and anti-aliasing.	
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Contact Tracing Web Application

github.com/ryan-moll/Covid-19-Automated-Contact-Tracing-Service

- Used Python, JavaScript, Flask, MySQL, and Github with a group of 5 people to develop a COVID contact tracing website from start to finish.
- Documented specifications through SDS, SRS, and progression using Project Plans and Gantt Charts.
- Developed communication to and from MySQL information database as well as auxiliary functions.