Todd Murchison Jr.
Austin, TX

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Technical Skills
Front End: TypeScript/ React/ Redux/ Jotai/
Back End: Node/ Java/ MySQL/ DynamoDB/ Supabase/
Infra: AWS: Serverless/Lambda / S3/ Eventbridge/ Kinesis Streams/

Professional Experience

Software Engineer II | Response Team| Khoros - Austin, TX   *Apr 2021-Feb 2024*

- Maintain the Care Product of the Khoros Product Suite. Core responsibilities being:
  - Resolution of Customer Reported bugs.
  - Debugging of Jenkins CI/CD jobs.
  - Tech: Java, GWT(Google Web Toolkit), JavaScript, TypeScript.
- Implementation, minor design Care Lock Compose Feature:
  - Client driven need to guide agent to usage of Agent Assist Feature via addition of one-step 'unlock' button of the compose field. The unlock would also capture metric for analysis of Agent and Case info at point of time for later analysis.
  - Incorporated new reliable features in a mission-critical area that is built on the most-legacy of GWT code, that had to provide the metric output info above the Analytics microservice for consumption, and plugged in/managed by the React built Admin Panel.
  - Tech: GWT, TypeScript w/ React, MySQL.
- Implementation of the Automation Manager Feature of Care.
  - Integrated our Automation Framework into Care, allowing customer to easily create and manage AI powered Bots automated responses and triage of their own customer inquiries.
  - Tech: JavaScript, TypeScript, Java, and AWS Kinesis Streams.
- Front End design and implementation of Agent Assist Feature.
  - This feature consolidated our Secure Forms, Pre-made Response Templates, and integrated recently acquired Flow.AI's decision-tree Guides into a central location to improve Agent efficiency in resolving their customers' needs.
  - Tech: JavaScript, TypeScript, and Java.

Software Engineer | IBM - Austin, TX   *Nov 2019-Apr 2021*

- Implementing various UI updates based on feedback from Design.
- Adding analytics to a component and configured a dashboard for future design updates based on user activity.
- Implementing Feature to monitor configured Feature Toggles and Environment Variables, including Unit Testing.
- Specialized in IBM's Cloud Pak for Multicloud Management with RedHat OpenShift Container Platform on pre-sale stages of engagements.

Software Engineering Immersive Resident | Hack Reactor @ Galvanize - Austin, TX   *2019*

- Assist lead instructors in teaching future Software Engineers full stack development with a JavaScript focus.
- Optimize our Content & Resources Hub which allows the Instruction Team to locate and provide resources to students in a more efficient manner.
- Assist students in gaining a greater understanding of concepts through office hours and pair programming sessions.

Education

Hack Reactor @ Galvanize - Software Engineering Immersive Program   *2019*

Austin Community College - Computer Science   *2018*