

# William Hunter Giles

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## WORK EXPERIENCE

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### NCR

Atlanta, GA  
July 2022 – Present

#### Machine Learning Engineering

- Led infrastructure design for a greenfield ML platform forecasting store and item level sales across hundreds of stores and multiple customers (scalable to thousands)
- Designed data pipelines moving terabytes of data from BigQuery to Databricks Delta Tables, applying the medallion architecture for reliable feature preparation.
- Implemented Pyspark structured streaming/autoloader to process transaction events.
- Orchestrated pipelines with Databricks Jobs, ensuring robust data ingestion, transformation, and offline feature store management.
- Partnered with data scientists to integrate PyTorch/Keras neural networks and ARMA models, enabling real-time predictions stored back into BigQuery for consumption by production applications.
- Built the foundation for a scalable ML infrastructure ecosystem, ensuring extensibility and maintainability for future customers.

#### Full Stack Development

- Developed NCR's smart product using a NestJS microservice backend and React for the frontend, delivering a scalable and maintainable architecture.
- Led and designed a solution for key accounting features, breaking the work into parallelizable tickets and guiding a team of engineers to enable customers to map general ledger accounts to job codes.
- Leveraged Postgres for data storage, BigQuery for analytics, Pub/Sub for async communication, and MUI for frontend components.
- Built reusable NestJS modules for Pub/Sub messaging, error handling, and logging to ensure consistent functionality across microservices.
- Engineered a solution to dockerize a legacy .NET service and Postgres database. This strategy was used for local development reducing development time significantly.
- Spearheaded microservice deployments, ensuring seamless integration and performance across environments.
- Applied Inversion of Control (IoC) frameworks to decouple components and improve maintainability.

#### DevOps & Infrastructure

- Optimized product deployment with Git Flow, semver, and GitVersion, automating workflows using GitHub Actions and reducing code-freeze time to zero (two-days per sprint).
- Owned and Architected the deployment automation pipeline, introducing Git Flow, semver, and GitVersion with GitHub Actions to reduce code-freeze time from two days per sprint to zero.
- Created a TEST environment for microservice app using Terraform to deploy Dockerized services on Cloud Run, incorporating load balancing, DNS configuration, and Firebase for frontend hosting.
- Designed scalable deployment pipelines to automate releases and ensure consistent environments across Dev, Test, and Prod.

## EDUCATION

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### Georgia State University

Master's in Econometrics, Dec. 2022

GPA: 4.2

### Georgia College

Bachelor of Science in Economics, May 2020

Atlanta, GA

Milledgeville, GA

## COMPUTER SKILLS & PROJECTS

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### Technologies

- Languages (*ranked in order of experience*): Typescript, Java, Python, c#, terraform
- Frameworks (*ranked in order of experience*): Nest js, spring, .Net
- Other: Google Cloud Platform (GCP), Apache Spark, Databricks, Docker, Postgres, Github Actions