

Yoo Won Jeun

412-290-0274 | yoowon90@gmail.com | [linkedin.com/in/yoowon](https://www.linkedin.com/in/yoowon) | github.com/yoowon90

EXPERIENCE

Bank of America, Infrastructure Automation & Tooling Team

New York, NY

DevOps Engineer

Feb. 2024 – Present

- Lead end-to-end requirements gathering, design, implementation, testing, production release, enhancement integration of automation tool as a "DevOps Unicorn" that detects anomalies in external customer complaint reports and subsequently runs a health check against consumer-facing applications and generates alerts using Python, Oracle SQL, Splunk, Croniobs, Git, returning ~154 hours of production
- Develop contingency dashboard and visualizations of critical logs that provide visibility to health of internal applications, improving reliability of business critical platforms using Python, Splunk, REST APIs, Streamlit
- Support Tier 1 applications by automating alerts and escalations, applying temporary break glass fixes using elevated roles, identifying root/contributing/external causes, and implementing long-term solutions using Bash scripts, ITSM. Document root cause analysis, impact, and short-term and long-term solutions.
- Speaker at Grace Hopper Celebration 2024, October 8-11, 2024, Philadelphia, PA, presenting "From Academia to Business: How to Build Business-Ready Applications."

Technology Analyst

July 2022 – Feb. 2024

- Managed project to streamline and automate data center monitoring and troubleshooting by automating internal ticket creation and engagement process using Splunk DBX & SPL, Python
- Represented Bank of America Global Technology as a sponsor of Fall 2023 New Jersey Institution of Technology (NJIT) Capstone project that ingests mock data of internal ITIL framework into Neo4j graph database, capturing 1st place in the NJIT Capstone Showcase event
- Served as an interviewer to the Bank's Summer Analyst candidates for campus recruiting

Summer Analyst

June 2021 – Aug. 2021

- Extracted and cleaned 10,000+ records of internal data from the Bank's ITIL framework tool using SQL, Pandas
- Implemented an linear regression model that predicts potential area of service disruption and next steps by correlating patterns in historic customer complaints, their root causes, and resolutions using Scikit-learn
- Tracked enhancement requests and releases in Jira and collaborated with fellow engineers by sharing version-controlled code via BitBucket

Carnegie Mellon University

Pittsburgh, PA

Teaching Assistant

Sep. 2020 – May 2022

- Introduction to Electrical and Computer Engineering (Fall 2020)
- Intermediate Japanese I, II (Spring & Fall 2020, 2021)
- Advanced Japanese I (Spring & Fall 2022)

Morgan Stanley, Unix Operations

Tokyo, Japan

Summer Intern

May 2020 – July. 2020

- Improved internal Splunk and SaltStack Dashboards to handle ingestion of real-time data of 1000+ Unix servers and avoid race conditions by adjusting SQL queries used for data ingestion, increasing the accuracy of monitoring data
- Contributed to a major code migration project by rewriting and enhancing Perl modules in Python

EDUCATION

Carnegie Mellon University

Pittsburgh, PA

BS in Mathematics, Concentration in Discrete Math and Logic

May 2022

Additional major in Japanese Studies

Coursework: Parallel and Sequential Data Structures and Algorithms, Imperative Programming, Discrete Mathematics, Intro to Cryptography, Mathematical Finance, Combinatorics, Real Analysis

TECHNICAL SKILLS

Programming Languages: Python, SQL, C, HTML/CSS, XML, R

Platforms/Frameworks: Linux, Splunk (SPL; DBConnect, HEC, UF agents; Python SDK), Flask, Streamlit, Horizon (Jira, Confluence), Git

Libraries: Pandas, Logging, Multiprocessing, Matplotlib, SMTP

Languages: English, Korean (native/bilingual proficiency), Japanese (full professional proficiency)