Zachary R. Servies

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Education

Purdue University

B.S. Computer & Information Science (CIT), *Purdue Polytechnic Institute*
Minor in History, *College of Liberal Arts*

West Lafayette, IN
August 2014 – May 2018

Professional Experience

Genesys

Senior Software Engineer – JavaScript, Node.js, Angular, ReactJS, Ember.js

Remote,
Indianapolis, IN
2023 - Present

- Successfully migrated WebRTC client softphone services to our team-owned open source WebRTC SDK.
- Code owner and a primary contributor to pivotal open-source libraries integral to Genesys' phone conferencing and video solutions.
- Guide and mentor junior software engineers, fostering their professional growth and engineering skills.
- Respond to and resolve production incidents within telephony and video WebRTC services, ensuring minimal impact to customers.
- Facilitate and lead lunch-and-learn sessions focused on React.js to expand team's breadth of knowledge.
- Refactored and redesigned the demo application to showcase and document functionality of the team's WebRTC SDK.

Software Engineer – JavaScript, Node.js, Angular, ReactJS, Ember.js

Remote,
Indianapolis, IN
2021 – 2023

- Built a ReactJS application that queries conversation WebRTC events stored in Sumo Logic and parses them into a UI that is used internally to diagnose WebRTC issues in all environments.
- Optimized statistic gathering within Genesys Cloud's client-side WebRTC services.
- Designed and implemented API endpoints for storing customer WebRTC settings and device configurations.
- Crafted a functional proof of concept for Genesys' video application, Volt.
- Migrated video application to utilize an in-house component library, improving standardization across Genesys' products.

Sogeti

Software Engineer – JavaScript, Angular, Node.js, AWS

Indianapolis, IN
2019 - 2021

- Contributor to the development of a reusable library comprising of core UI components, adopted by all teams on agile release train.
- Collaborated closely with the product owner to align on UI/UX designs and decisions.
- Led refactoring efforts to optimize multiple user interfaces for mobile responsiveness, improving user experience and accessibility.
- Developed and deployed AWS Lambda to process vehicle data pulled from DynamoDB.

Infosys

Software Engineer –, Python, ABAP, JavaScript

Indianapolis, IN
2018 – 2019

- Developed customized SAP applications using SAP ABAP and SAP Fiori to meet transactional business requirements of client stores.