ZACHARY R. SERVIES

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Education

Purdue University, West Lafayette, IN
B.S. Computer & Information Technology (CIT)
Minor: History
Aug 2014 – May 2018

Technical Skills

- JavaScript
- TypeScript
- NodeJS
- Angular
- React
- WebRTC
- EmberJS
- WebSockets
- Jenkins
- GitHub Actions
- CSS/SCSS
- HTML5
- SDK Development
- Git
- AWS

Professional Experience

Genesys

Team Lead, Senior Software Engineer
Remote, Indianapolis, IN
2024 - Present

- Lead engineer and manager of a remote team consisting of five software engineers delivering core WebRTC features using JavaScript, NodeJS, Angular, and React.
- Primary owner of Genesys' open-source TypeScript WebRTC SDK and WebSocket manager.
- Spearheaded client-side media recovery in softphone calls, improving reliability after network disruptions.
- Migrated WebRTC applications and libraries to a modern Jenkins CI/CD pipeline.
- Integrated guest video conferencing into Genesys' open-source JavaScript WebRTC SDK
- Collaborated with Google to add ChromeOS-compatible screen-recording APIs and create isolated web app, expanding platform support to ChromeOS.
- Oversaw UI/UX redesign preparing the video platform for productization.
- Implemented machine-learning-based virtual backgrounds and blurring in video calls.

Senior Software Engineer
Remote, Indianapolis, IN
2023 – 2024

- Migrated WebRTC client softphone services to a team-owned open-source WebRTC SDK.
- Refactored authentication architecture for standalone and embedded video conferencing flows.
- Primary contributor and code owner for libraries powering phone conferencing and video solutions.
- Resolved production incidents in telephony and video services ensuring minimal customer impact.
- Created demo applications to showcase SDK functionality.

Software Engineer
Remote, Indianapolis, IN
2021 - 2023

- Built a ReactJS app to visualize WebRTC events from Sumo Logic for multi-environment diagnostics.
- Optimized statistic gathering in Genesys Cloud's client-side WebRTC services.
- Wrote API endpoints for persisting customer WebRTC settings and device configurations.
- Created the initial proof of concept for Genesys' Volt video application and migrated it to an in-house component library.

Sogeti
Indianapolis, IN
2019 – 2021

Software Engineer

- Developed JavaScript and Angular web applications for Fortune 500 clients.
- Wrote reusable UI component library adopted across agile teams.