EDUCATION

Degrees: Dates represent the approx. date w MS	when the degree was completed Southern Adventist Univer	sity	Jan 2016
Emphasis: Computer Science			
BS Major: Computer Science, Minor: Mathematics	Southern Adventist Univer	rsity I	Dec 2014
Postbaccalaureate Programs: Bridge Program	New York University	1	Dec 2023
<i>Coursework of Interest:</i> Network Security & Cryptology Embedded System Robotics	Advanced Database Systems Parallel & Distributed Systems	Advanced Computer Architecture System Software & Architecture	

TEACHING & ADVISING

Teaching AssistantSeattle, WAAug 2021 - PresentTeaching and Learning in Computer ScienceTeaching students at Rainier Beach High School computerscience fundamentals and advance computer science theory using matrials from Carnegie Mellon University

 Industry Mentor
 Seattle, WA
 Jan 2023 - Present

 Candoor Advising new graduates and academics as they transition into industry on how to navigate their careers
 Seattle, WA
 Seattle, WA

PROJECTS

CPHE 548 Embedded Systems & Robotics with Dr. Tyson Hall

- Collaborated with four classmates on a research project that explored using computer vision and on-board sensors (compass, sonar, and accelerometer data) to automate constitution-site surveillance for construction worker safety observance and reporting.
- Worked cross-department; specifically with the social science, psychology, political science departments, resulting in a better definition of experiment parameters and a better design decisions in our proposed solutions.
- Formatted, labeled, and validated approx. 150 GB of image data used in modeling.

CPTR 598 Graduate Project and Thesis with Dr. Scot Anderson

- Used linear regression and Root Mean Squared Distance (RMSD) to evaluate and predict student grades within a given course.
- Leverage NLP methods (entropy classification, ngrams, topic modeling) to analyze the grammar, structure, and style of written assignments.
- Validated that predicted grades using data extracted using NLP resulted in a reduction the average squared differences between actual and predicted grades.

Fall 2014

Fall 2014 - Fall 2015

GRANTS AND SCHOLARSHIPS

Student Missionary Scholarship	\$1,500, awarded once	Awarded in 2013
Literature Evangelism Scholarship	\$2,000, awarded once	Awarded in 2012
Work Initiative Scholarship Endowment	\$5,500, awarded yearly	Awarded in 2012, 2013, 2014
Transfer Academic Scholarship	\$6,000 awarded in 2011 \$4,000 awarded in 2012 and 2013 \$2,000 awarded in 2014	Awarded in 2011, 2012, and 2014
Lightbearer Scholarship	\$2,000 awarded yearly	Awarded in 2011, 2012, 2013, and 2014
Tennessee HOPE Scholarship	\$4,000 awarded yearly	Awarded in 2011, 2012, 2013, and 2014
Federal Supplemental Educational Opportunity Grant	\$4,000, awarded yearly	Awarded in 2012, 2013, and 2014
Federal Pell Grant	\$5,500 awarded yearly	Awarded in 2011, 2012, 2013, and 2014

INDUSTRY EXPERIENCE

San Francisco, CA

Apr 2023 - Current

- Senior Software Engineer
- Lead an effort to define the product boundaries between 30+ distinct services in a large, 9-year-old monolithic service.
- Designed and implemented a series of service level indicators promoted across the organization, providing a data-driven baseline for service quality and business guarantees.

Home Box Office

OpenPhone

Seattle, WA

Apr 2021 - Apr 2023

Senior Software Engineer

- Implemented a wide range of feature editions and new services using Typescript and AWS service to address the needs of a new international user base.
- Managed service stability during global deployment by delegating incident and recovery tasks. to subjectmater experts.
- Exceeded the expectations of my current role by recognizing a gap in responsibility within my team and communicating with senior leadership with creating a team charter addressing this gap.
- Managed the technical scope for a team of five junior to mid-level engineers as a technical lead.
- Designed north start documentation detailing long and short term roadmaps for service engineering initiatives by working with senior management and partner teams to understand current needs.
- Managed stakeholders' expectations during feature deployment by starting an 'open office hours' where product owners could ask questions on project progress, raise concerns, or general provide feedback.
- Created detailed designs for telemetry and monitoring improvements. Worked with management on the delegation of tasks across four sister teams.

Microsoft

Redmond, WA

Software Engineer II - 2018 - 2021

- Redesigned and implemented data collection methods and tooling in three large, highly used outlook services by (i) reducing the number of datapoints collected, by analyzing what features were used by downstream teams, (ii) using concurrent data processing to reduce service latency, and (iii) fracturing the service into several micro services for data collection, processing, and presentation
- Designed and implemented improvements to system predictive services using Natural Language Processing to extract event data from logged messages and stack traces.
- Implemented metrics and logging data extraction, transformation, and loading services for short and longterm storage.
- Created internal tools in python and C# the extraction and transformation of event data for partner teams by leveraging various Azure cloud compute and storage services.
- Designed a series of experiments to probe and improve the user experience in the outlook web user interface using typescript, C# python and exceeded expectations by documenting and presenting the findings to senior leadership.
- Received a promotion in the first six-months of employment by demonstrating strong technical execution and collaborative skills.

Software Engineer - 2015 - 2016

- Modified Azure VM kernel to work better with PHP and Python using C++ and C#.
- Designed and implemented test banks for verifying kernel modifications and exceeded expectations by providing easy-to-read test progression and coverage dashboards.

Seattle, WA

Rumble Monkey Ltd.

Software Engineer

- Replaced existing payment systems with a series of microservices for horizontal availability using golang and AWS.
- Performed security audit of services to ensure security surface was within tolerance.

Envision Telephony

Software Engineer

- Implemented a real-time voice transcription service and worked with existing customers to test and then eventually deployed this service into their production systems.
- Extracted features from transcribed voice recordings by using open-source sentiment analysis. This data was used to improve customer service calls and received positive feedback from paying customers.

CTS, Inc.

Software Engineering Intern

- Created a series of modular python libraries for generating reports from several data sources.
- Received commendations and a job offer by presenting an well-designed end-to-end data migration system which was used to move client data from various sources into data warehousing systems.

Springleaf Financial Services

Data Warehousing Intern

- Migrated an internal mainframe data Extraction Transformation and Loading (ETL) system to a microservice architecture using assymbly, Cobal, Java, python, and C.
- Received a full-time offer after parallelizing customer data processing queues, resulting in a many-fold improvement in financial processing times.

Life Care Centers of America

Cleveland, TN

May 2013 - Dec 2013

Systems Engineering Intern

- Created C#/ASP.NET programs for in-house usage in assisting with software updates, server updates, file encryption, DHCP creation and management tool, and data management

Seattle, WA

Aug 2014 - Dec 2014

May 2014 - Aug 2014

Jun 2017 - Nov 2017

May 2016 - Feb 2017

Evansville. IN

Chattanooga, TN

TECHNICAL COMMUNICATIONS*

Home Box Office	Apr 2021 - Dec 2022 July 2021
Document and Presentation Title: Data and Operational Excellence	Org-Wide North-Star Presentation
Publication Title: <i>Git Good</i> Description: <i>A monthly internal newsletter on improvements/improvement</i> <i>suggestions in the space of data collection, service monitoring, and au-</i> <i>tomation</i>	Monthly Newsletter
Microsoft	Jul 2018 - Apr 2021 August 2018
Presentation Title: Why GRPC Matters as a Modern Transport Protocol	Org-Wide Tech Talk
Presentation Title: <i>Plumbing the Depths: Advanced Repository Manipula-</i> <i>tion Using 'git' Porcelain</i>	October 2018 Team Tech Talk
Presentation Title: Gotta Go Fast: Golang and the Modern Operation Ori- ented Language Paradigm	February 2019 Blacks At Microsoft Talk

* NOTE: Does not include software and systems design documentation or presentations

LEADERSHIP EXPERIENCE

Microsoft M365 Core Tech Talks	Technical Presenter	Jul 2018 - Jan 2020
Microsoft M365 BAM ERG	Co-Founder and Leader	Feb 2019 - Feb 2021
HBO D&I Recruitment &	Interviewer and Mentor	May 2021 - Dec 2022
Retention		

RELEVANT SKILLS

Technical Skills

- Programming Languages: C++, C#, dotnet, golang, typescript, nodejs, python
- Cloud Technologies: AWS, Azure, GCP, Digital Ocean, OpenAPI
- Deploy/CI/CD: Terraform, Kubernetes, Travis CI, GoCD
- Observability: Datadog, Prometheus, Graphana, OpenTelemetry
- Database: MSQL/TSQL, H2, MYSQL, PostgreSQL, Cassandra, MongoDB, Hadoop
- Data Science: experiment design, data analysis, data pipeline creation & monitoring, automation, signal processing

Leadership

- Communication: technical writing, public speaking, international collaboration
- Leadership: technical project management, scoping, engineering life-cycle management, stakeholder management, goal setting