

EMPLOYMENT

Arctic Wolf

Software Engineer - Concierge Security Team Platform **March 2023 - Present**

- Improved internal facing company APIs while maintaining backwards compatibility
- Built Grafana dashboards and Prometheus alerts for a range of applications
- Integrated custom software solutions written by an outsourced engineering firm
- Worked with AWS to troubleshoot and resolve issues caused by hardware failures

Software Engineer - Enterprise MSP Customer Products **March 2022 - March 2023**

- Enabled the company to secure contracts with large enterprise MSP customers by building a platform to sync tickets between ITSM ticketing applications
- Designed and implemented an application level lock for distributed SQS consumers
- Built novel solutions to work around persistence limitations of no-code tools
- Led the design of the platform's PostgreSQL database schema
- Created a docker based local environment for rapid Go development and testing

Sezzle

Software Engineer - Internal Operations **Nov 2020 - March 2022**

- Reduced the Dispute Team workload by 3 hours a day by automating customer followup messages
- Built batching software to migrate 4 million customer accounts into Zendesk
- Worked on a team to create internal tools to manage many different company products and features
- Advocated for and implemented feature flagging for the companies main internal tool
- Interviewed Software Engineering applicants

Software Engineer - Customer Support **May 2018 - Nov 2020**

- Reduced manually reviewed disputes by 70% by building a customer facing questionnaire to automatically categorize and filter dispute submissions
- Migrated 400,000 tickets and 2.8 million messages from the LiveAgent API into a MySQL archive
- Designed and built SQL based BI dashboards to monitor support ticket and dispute resolution speeds

Intern Software Engineer **Feb 2018 - May 2018**

- Worked on customer creditworthiness algorithms using the TransUnion API and other data sources

TECHNICAL EXPERIENCE

Languages

- **(Proficient)** Go, JavaScript **(Prior experience)** Python, TypeScript

Technologies

- PostgreSQL, MySQL, Flyway, AWS, SQS, RDS, Docker, Kubernetes, Zendesk, Git, React, Redash

EDUCATION

Northfield, Minnesota

St. Olaf College

Aug 2014 – May 2018

Bachelors in Computer Science

- Cumulative GPA: 3.4
- Relevant coursework: Algorithms and Data Structures, Parallel and Distributed Computing, Linear Algebra, Differential Equations