

# Luka Brown

Full Stack Software Engineer

San Antonio, TX | 361 - 455 - 4142 | [lukab.dev@proton.me](mailto:lukab.dev@proton.me)

[www.luka-brown.com](http://www.luka-brown.com) | [linkedin.com/in/lukabrown](https://linkedin.com/in/lukabrown)

## SKILLS

---

**Languages:** Python, C/C++, C#, Java, SQL, NoSQL, HTML, CSS, JavaScript, CUDA, x86/MIPS Assembly

**Libraries:** AWS Botocore, Boto3, YAML, Slack SDK, PySNC, Okta, PThreads, OpenMP, MPI, jUnit, Pandas, NumPy, Scikit-Learn

**Certifications:** Microsoft Technology Associate: Programming Using Python (March 2019)

**Tools:** Amazon AWS, Lambda, Redshift, EC2, CloudWatch, DynamoDB, S3, Git, GitHub, SVN, .NET Framework, RabbitMQ, RGS, Debugging (GDB), Agile/Scrum, Unit Testing, Linux CLI, Jira, Confluence

## EXPERIENCE

---

### ZENDESK

October 2024 – Present

#### Senior Technical Support Engineer

Remote

- Provided expert-level support for technical incidents, assisting clients with authentication, rate limiting, and endpoint errors to ensure high availability and performance.
- Maintained an 85% Customer Satisfaction Survey Rating at a rate of 5 solved tickets per day.
- Conducted in-depth analysis of webhook, email, and API response codes and logs, delivering root cause analysis and implementing corrective actions for recurring issues.
- Mentored junior support engineers, providing training on advanced troubleshooting and customer satisfaction techniques.

### ARISTOCRAT TECHNOLOGIES

June 2023 – January 2024

#### DevOps Engineer (September 2023)

Austin, TX

- Utilized AWS Cloud Infrastructure for multiple CI/CD automation projects for internal developer efficiency and company standardization.
- Guided 3 interns on 2 different projects, assisting with onboarding, environment setup, introductions to key persons in the company, and managed sprint focus and ticket priority.
- Facilitated meetings with developers globally to understand Company needs and worked to prioritize and develop new features based on developer requests on internal CLI tool.
- Matured Large Asset Storage technology to overcome GitHub's limitations with AWS S3.
- Brought app from POC to production that allowed for internal GitHub repository management and created standards for automation potentials using AWS Lambda.
- Worked on shifting development builds to AWS EC2 for efficiency, uptime, and reliability.
- Created documentation for multiple projects including pages on Dev Environment Setup, App Usage Examples, DynamoDB Database Schemas, How to Contribute, and Python Style Guide.

## Software Engineer (June 2023)

Austin, TX

- Named Inventor on Patent Pending technology related to player engagement profiles on Electronic Gaming Machines (EGMs) presented at Global Gaming Expo (G2E) in 2023.
- Developed C++ 5-reel replay functionality for EGMs for G2E presentation.
- Produced new writer class to communicate in-game rolls reset for sales demo experience.
- Implemented RabbitMQ in C# to send and receive custom messages to remote server in order to display new graphics for user achievements on EGM.
- Created documentation and graphics to describe new EGM workflow for internal PowerPoint, presented findings to CTO for next project phase approval.

## TWITTER

May 2021 – July 2021

### Software Engineer Intern

Remote

- Utilized SQL and Python to analyze engagement data to inform marketing campaigns.
- Improved C++ components on data processing pipeline leading to 14% faster processing time.
- Documented several internal processes with step-by-step guides, enhancing dev efficiency.

## EDUCATION

---

### TEXAS STATE UNIVERSITY

August 2019 – May 2023

**B.S. Degree in Computer Science.** Minor in Applied Mathematics

San Marcos, TX

**Coursework:** Machine Learning, Parallel Programming, Database Systems, Cybersecurity.

## OPEN-SOURCE PROJECTS

---

### GRADIENT BOOSTING REGRESSION ON HOUSING PRICES

March 2023 – May 2023

#### Lead Python Developer

[github.com/lukabrown/Gradient-Boosting-Housing-Dataset](https://github.com/lukabrown/Gradient-Boosting-Housing-Dataset)

- Trained and tuned a gradient boosting model to predict home prices from Iowa dataset.
- Used dimensionality reduction, feature extraction, other techniques to transform the dataset.
- Final model performed better than 75% of all submissions to the Kaggle competition.

### DECENTRALIZED NETWORK VOTING SIMULATOR

October 2022 – November 2022

#### Lead Python Developer

[github.com/lukabrown/Secure-Voting-System](https://github.com/lukabrown/Secure-Voting-System)

- Applied directed acyclic graphs to create a self-verifying network of nodes to act as votes.
- Engineered custom hashing algorithm for trust validation and malicious node pruning.
- Simulated national elections and analyzed the outcomes for anomalies on a large scale.

### CPU SCHEDULING SIMULATOR

August 2022 – October 2022

#### Lead C++ Developer

[github.com/lukabrown/CPU-Scheduling](https://github.com/lukabrown/CPU-Scheduling)

- Utilizes first come first serve, round robin, highest response ratio next as algorithms.
- Allows the user to simulate a variable number of cores and workloads for each scheduler.
- Reports a suite of metrics used for CPU evaluation once the simulation completes.