

# Katherine Kemp

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## LINKS

Personal:// [katherinekemp.com](http://katherinekemp.com)

LinkedIn:// [katherineekemp](https://www.linkedin.com/in/katherineekemp)

GitHub:// [katherinekemp](https://github.com/katherinekemp)

## EDUCATION

### UNIVERSITY OF MARYLAND

BS IN COMPUTER SCIENCE

BS IN MECHANICAL ENGINEERING

College Park, MD

Minor in Innovation and Entrepreneurship

Gemstone Honors College Citation

Omicron Delta Kappa

Tau Beta Pi

Banneker/Key Scholar

Kappa Theta Pi

Celtic Grace Irish Dance Troupe

Dean's List

## TECHNICAL SKILLS

### LANGUAGES

- Python
- TypeScript
- Java
- MATLAB

### TOOLS

- Git
- AWS (Lambda, Step Functions, DynamoDB, SNS, SQS)
- React
- Emacs
- Zapier
- Make.com
- Zendesk Support
- HelpScout

## SOFT SKILLS

- Customer Support
- Written & Oral Communication
- Remote Work
- English (Native)
- Spanish (Intermediate)

## WORK EXPERIENCE

### CLOSE | CUSTOMER SUPPORT ENGINEER

April 2024 - Present | Remote

- Provide in depth customer support for the Close CRM by answering technical questions on topics including the Close API, webhooks, Make.com, and Zapier via Zendesk and Zoom
- Design customer-facing tools using React and Formik in Typescript so that customers have a self-service option for common processes not yet built into the Close app
- Write scripts in Python to help customers with unique data migration and maintenance needs
- Analyze customer support interactions in OpenAI to monitor trends in customer satisfaction
- Add new features to the Close-Zapier Integration as requested by customers
- Advise developers who are interested in creating their own integration with Close on the most efficient ways to get and post data to the Close API
- Review other team members' code contributions on GitHub to ensure code quality standards are maintained
- Lead and take notes for weekly team meetings

### AMAZON | SOFTWARE DEVELOPMENT ENGINEER

Oct 2022 - Mar 2024 | San Diego, CA

- Deployed and tested the worldwide expansion of infrastructure for pre-order fulfillment abuse prevention measures in AWS projected to save \$80M annually
- Modified an existing system design to support multiple languages and conform to GDPR laws for European marketplace launches
- Wrote a custom JSON deserializer to flatten complex Java objects into a storable format for ML models
- Diagnosed and responded to problems with order processing during Prime Day
- Led an investigation of a high severity issue impacting 11,000 customers during Prime Day in order to avoid further customer impact during peak traffic
- Wrote unit tests and ran manual integration tests in order to ensure proper behavior of new abuse prevention measures on Amazon.com
- Updated dashboards and documentation to monitor and maintain service health
- Implemented custom cache metrics in CloudWatch for AWS Lambda

### STOCK AND FUND SCREENER | FREELANCE SOFTWARE DEVELOPER

Jan 2023 - Aug 2023 | Washington, DC

- Developed a Python GUI to trade stocks based on specific metrics using Yfinance, Pandas, Tkinter, Matplotlib, and other tools
- Collaborated with clients to design a custom system with their desired features
- Performed quality assurance testing on calculations for technical indicators

### MPR ASSOCIATES | CO-OP ENGINEER

Aug 2020 - Jan 2021 | Alexandria, VA

- Automated data analysis of simulated nuclear accident scenarios using Python
- Implemented custom setting selection on a Python GUI using Tkinter widget
- Automated verification and validation procedures for thermal hydraulics code with end-to-end tests using Pytest
- Ported a thermal hydraulics modeling application from Python 2.7 to Python 3