

# Kevin James

SOFTWARE ENGINEER TEAM LEAD

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## Education

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### University of Waterloo

BACHELOR OF SOFTWARE ENGINEERING, HONOURS

Waterloo, ON

2012-09 — 2017-04

## Skills

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**Languages** English, French, Spanish

## Experience

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### Dialpad

SOFTWARE ENGINEER TEAM LEAD (VOICEAI)

San Francisco

2018-05 — Present

### TalkIQ

INFRASTRUCTURE ENGINEER

San Francisco

2017-08 — 2018-05

### TalkIQ

INFRASTRUCTURE ENGINEER

San Francisco

2016-08 — 2016-12

- Integrated logging and monitoring systems across disparate systems
- Overhauled pipelined services for migration to new cloud provider

### AeroFS

SYSTEM DEVELOPER & OPERATIONS ENGINEER

Palo Alto

2016-01 — 2016-04

- Released file-share SDK and unidirectional drop box app
- Implemented full file search across AeroFS product suite
- Optimized system build and packaging process for continuous delivery and failure recovery
- Integrated user notifications with OSX notification center

### TalkIQ

DATA SCIENTIST & SOFTWARE ENGINEER

San Francisco

2015-04 — 2015-08

- Worked to improve Word Error Rate of speech transcription systems
- Developed core customer insight visualizations and dashboards
- Refined database queries and performed overhauls to significantly improve overall throughput
- Researched automated question-detection and objection tracking
- Streamlined development practices for continuous integration

### Enflick

SERVER DEVELOPER

Waterloo, ON

2014-08 — 2014-12

- Implemented an automated machine learning system for spam detection
- Optimized system to handle millions of concurrent users

### Wriber

LEAD DATA ENGINEER

Waterloo, ON

2014-01 — 2014-05

- Created a natural language processing system which provided insights to help writers expand their work
- Designed a machine learning system capable of learning to rank, regression analysis, and unbounded classification
- Developed algorithms to sort, categorize, and rank the quality of related content and our own insights

### Oracle

SOFTWARE DEVELOPER

Cambridge

2013-03 — 2013-08

- Wrote a streaming JSON-parser which transforms highly nested JSON files into a standard relational database format
- Automated a notoriously difficult installation process