

# KEVIN JAMES

## STAFF SOFTWARE ENGINEER, TECH LEAD

<https://thekev.in>

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### PROFILES

Github

*TheKevJames*

LinkedIn

*TheKevJames*

Twitter

*TheKevJ*

### LANGUAGES

English

*Native speaker*

French

*Intermediate*

Spanish

*Intermediate*

Portuguese (European)

*Beginner*

### WORK EXPERIENCE

**Staff Software Engineer, Tech Lead (AI) at Dialpad** MAY 2020 – NOW  
San Francisco, CA; Remote <https://dialpad.com>

**Software Engineer, Tech Lead (AI) at Dialpad** MAY 2018 – APR 2020  
San Francisco, CA <https://dialpad.com>

**Server Engineer, Tech Lead at TalkIQ** JAN 2018 – MAY 2018  
San Francisco, CA <https://talkiq.com>

**Infrastructure Engineer at TalkIQ** AUG 2017 – DEC 2017  
San Francisco, CA <https://talkiq.com>

**Infrastructure Engineer (Intern) at TalkIQ** AUG 2016 – DEC 2016  
San Francisco, CA <https://talkiq.com>

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

**System Developer & Operations Engineer (Intern) at AeroFS** JAN 2016 – APR 2016  
Palo Alto, CA <https://www.aerofs.com>

- 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

**Data Scientist & Software Engineer (Intern) at TalkIQ** APR 2015 – AUG 2015  
San Francisco, CA <https://talkiq.com>

- 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

**Server Developer (Intern) at Enflick** AUG 2014 – DEC 2014  
Waterloo, ON <https://www.textnow.com>

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

**Lead Data Engineer (Intern) at Wriber** JAN 2014 – MAY 2014  
Waterloo, ON <https://www.wriber.com>

- 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

**Software Developer (Intern) at Oracle** MAR 2013 – AUG 2013  
Cambridge, MA <https://www.oracle.com>

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

### EDUCATION

**University of Waterloo** SEP 2012 – APR 2017 Bachelor of Software Engineering, Honours

**St. John's-Ravenscourt** SEP 2007 – JUN 2012 High School Diploma, Honours

### AWARDS

**President's Scholarship of Distinction** SEP 2012  
University of Waterloo

**Software Engineering Entrance Scholarship** SEP 2012  
University of Waterloo

**AP Scholar with Distinction** JUN 2012  
College Board

Granted to students who receive an average score of at least 3.5 on all AP Exams taken and scores of

3 or higher on five or more of these exams

**National AP Scholar (Canada)** JUN 2012  
College Board

Granted to students in Canada who receive an average score of at least 4 on all AP Exams taken and scores of 4 or higher on five or more of these exams