

KEVIN JAMES

STAFF SOFTWARE ENGINEER, TECH LEAD

<https://thekev.in>

KevinJames@thekev.in — (650) 686-9458

PROFILES

Github

[TheKevJames](#)

LinkedIn

[TheKevJames](#)

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

PUBLICATIONS

Patent US11410658B1 for automated pipeline for ASR speech modeling
US Patent Office
2022-08-09

Patent US11226844B1 for universally proactive compute resource scaling
US Patent Office
2022-01-18

Patent US11169798B1 for automated AI model development
US Patent Office
2021-11-09

Patent US11050807B1 for integrated AI and VoIP platforms
US Patent Office
2021-06-29

How Dialpad Moved Its Python AI Development from Pip to Poetry
TheNewStack, syndicated: DevOpsChat, Python Weekly
2021-10-06

Kubernetes Engine (GKE) multi-cluster life cycle management series
Google Cloud
2020-04-21