AUSTIN ORPHAN
Customer Excellence Engineer
630.923.0293 | AustinGOrphan@gmail.com | AustinOrphan.com | Warrenville, IL

Creative innovator with a sharp technical acumen, computer science-oriented educational background, and passion for software engineering, poised to leverage keen programming expertise in an Agile environment. Invigorated by intriguing challenges and opportunities for creative expression in problem-solving.

PROFESSIONAL EXPERIENCE

Integral Ad Science | Chicago, IL
Customer Excellence Engineer, (March 2020 - Present)
• Oversee and manage creation, modification, organization, and automation of 1200+ reports
• Contributor to a highly technical global team covering 31% of all client incidents within agreed upon SLAs
• Subject matter expert on Looker and LookML - mentoring 10+ team members
• Completing 10+ LookML models; giving back 8 hours/week to Technical Client Services/Customer Success teams
• Write and modify SQL and LookML queries to match internal and external customer needs
• Conduct various investigations, e.g., high fraudulent traffic, discrepancies in reporting data
• Deep knowledge of the ad tech ecosystem in order to troubleshoot a broad array of problems
• Maximize efficiency by recognizing patterns in tickets and implementing creative solutions
• Adapt and customize existing reporting solutions for global clients top 500 global advertisers
• Collaborate with scrum masters and engineers from 15+ teams to problem solve and innovate
• Empower non-technical teams to pull custom reports not readily available in GUI; limits JIRA ticket requests
• Enabling teams to pull their reports; ultimately increasing overall MTTR by 10%; increasing overall productivity

RELEVANT PROJECTS

Looker Implementation
• Improved IAS reporting integrity, accuracy, and compliance by creating reports in Looker
• Reduced ticket load by 15% by making more customizable reports far easier to create

Python Snowflake Connected Automatic Report Generator
• Observed repeated requests for data from a large range of dates, broken out into multiple files
• Planned and developed a python script that programmatically replaces date strings in SQL queries
• Script then connects to Snowflake to pull the relevant data into a file and then compress said file before iterating

EDUCATION

Computer Science, B.S. | Aurora University | Aurora, IL | December 2019

COMPETENCIES | ACHIEVEMENTS

Technical Skills;
Languages: Python, LookML, Java, C#, C++, HTML, CSS, SQL, Ruby, JavaScript
Frameworks: Laravel, Ruby on Rails, Bootstrap, Django
Software & Tools: Atlassian JIRA, Atlassian Confluence, Kubernetes, AWS, Docker, Git, Looker, Visual Studio, Discord, CAD, Adobe Creative Suite, MS Office
Databases: MySQL, Snowflake

Achievements;
▪ TCO Remarkable (Company quarterly award given to those recognized by colleagues that go above and beyond)