

Charles W. Koch

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SKILLS

Software Engineering	Platforms: Windows, Mac OS X, Web Languages: Python, Java, C/C++, SQL, HTML/CSS, PHP, Javascript Frameworks: Django, Spring, Hibernate, jQuery, Polymer
Graphic & Web Design	Vector & raster graphics, website design, page layout, web programming
Music & Sound Production	Music arrangement, recording, digital mixing, and digital mastering
Digital Video Production	Editing and post-production on digital film and digital video projects
Teamwork & Leadership	Collaboration for design, implementation, and installation of projects of many disciplines Management of small design & engineering teams as well as training employees

WORK EXPERIENCE

Senior Project Engineer	Speech Interface Design, Pittsburgh, PA	November 2014 - Present
<ul style="list-style-type: none">Designed and modified software to interface between voice recognition systems and warehouse management systems<ul style="list-style-type: none">File-based and message-based data mapping in various formats (XML, CSV, flat files, etc.)Coordinate data and logic between voice-operated devices and serversCreate and maintain relational database schemas and dataProvide powerful and efficient GUI for visual interaction with voice systemsCreated and maintained several in-house applications and tools used by clients, partners, and employees<ul style="list-style-type: none">Designed, developed, and maintained data analytics application for client voice systemsScripted tools for partners and employees such as a log parsing/analysis tool and data generation toolsIntroduced new processes and tools such as code coverage and test-driven developmentInstalled and implemented voice software systems at customer sites<ul style="list-style-type: none">Remote and on-site installations and implementations across the United States and CanadaCoordinated with networking and other IT personnel as well as operational managers and site directorProvided support and training to users of the voice systems<ul style="list-style-type: none">Patches, upgrades, troubleshooting and training provided on-site and remotelyLead on-site user acceptance testing and end user training on voice devices and software		
Technical Consultant	University of Pittsburgh Technology Services	August 2013 - November 2014
<ul style="list-style-type: none">Provided technical support and service to over 40,000 students, faculty, and staffResolved software and networking issues on Windows, Mac OS X, Linux, iOS, and Android devicesEstablished relationships with customers and helped educate them on proper maintenanceEncouraged teamwork and communication with coworkers to improve service and workplace		
Computer Lab Consultant	University of Pittsburgh Technology Services	August 2012 - August 2013
<ul style="list-style-type: none">Maintained all printers, computers, and peripheralsAssisted students with use and troubleshooting of printers and lab equipmentAdvanced to Technical Consultant in 2013		

EDUCATION

Bachelor's Degree in Computer Science	University of Pittsburgh	December 2014
<ul style="list-style-type: none">graduated <i>Magna Cum Laude</i>		Cumulative GPA: 3.342