

Katherine Kemp

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LINKS

Personal:// katherinekemp.com

LinkedIn:// katherineekemp

GitHub:// katherinekemp

EDUCATION

UNIVERSITY OF MARYLAND

BS IN COMPUTER SCIENCE

BS IN MECHANICAL ENGINEERING

College Park, MD

Minor in Innovation and Entrepreneurship

Gemstone Honors College Citation

Omicron Delta Kappa

Tau Beta Pi

Banneker/Key Scholar

Kappa Theta Pi

Celtic Grace Irish Dance Troupe

Dean's List

TECHNICAL SKILLS

LANGUAGES

- Python
- TypeScript
- Java
- MATLAB

FRAMEWORKS

- React
- AWS (Lambda, Step Functions, EC2, DynamoDB, SNS, SQS)

TOOLS

- Git
- Grafana
- Zapier
- Make.com

PLATFORMS

- OpenAI
- Claude
- MCP
- Zendesk Support
- HelpScout

SOFT SKILLS

- Customer Support
- Written & Oral Communication
- Remote Work
- English (Native)
- Spanish (Intermediate)

WORK EXPERIENCE

CLOSE | SENIOR CUSTOMER SUPPORT ENGINEER

April 2024 - Present | Remote

- Design and demo custom solutions for premium customers
- Build customer-facing tools using **React** and **Formik** in **Typescript** so that customers have a self-service solution for common processes not yet available in the Close app
- Add features to the Close <> **Zapier Integration** as requested by customers
- Implement custom Close integrations for customers using **Zapier Code Steps**
- Write scripts in **Python** to help customers with unique data migration and maintenance needs
- Advise developers who are interested in creating their own integration with Close on the most efficient ways to get and post data to the **Close API**
- Deliver customer support to premium customers up to \$1.2M ARR by answering technical questions on topics including the **Close API**, **webhooks**, **Make.com**, and **Zapier** via **Zendesk** and **Zoom**
- Diagnose customer errors using **Grafana's OTEL APM**, **Loki**, and **Tempo**
- Analyze customer support interactions in **OpenAI** to monitor trends in customer satisfaction
- Improve technical documentation on developer.close.com and help.close.com
- Facilitate and document weekly team meetings

AMAZON | SOFTWARE DEVELOPMENT ENGINEER

Oct 2022 - Mar 2024 | San Diego, CA

- Deployed and tested the worldwide expansion of infrastructure for pre-order fulfillment abuse prevention measures in **AWS** projected to save \$80M annually
- Adapted an existing system design to support multiple languages and conform to **GDPR** laws for European marketplace launches
- Developed a custom **JSON** deserializer to flatten complex **Java** objects into a storable format for **ML** models
- Diagnosed and resolved problems with order processing during **Prime Day**
- Led an investigation of a high severity issue impacting 11,000 customers during **Prime Day** in order to avoid further customer impact during peak traffic
- Wrote unit tests and ran manual integration tests in order to ensure proper behavior of new abuse prevention measures on **Amazon.com**
- Enhanced dashboards and documentation to monitor service health
- Implemented custom cache metrics in **CloudWatch** for **AWS Lambda**

STOCK AND FUND SCREENER | FREELANCE SOFTWARE DEVELOPER

Jan 2023 - Aug 2023 | Washington, DC

- Developed a **Python GUI** to trade stocks based on specific metrics using **Yfinance**, **Pandas**, **Tkinter**, **Matplotlib**, and other tools
- Collaborated with clients to design a custom system with their desired features
- Performed quality assurance testing on calculations for technical indicators

MPR ASSOCIATES | CO-OP ENGINEER

Aug 2020 - Jan 2021 | Alexandria, VA

- Automated data analysis of simulated nuclear accident scenarios using **Python**
- Implemented custom setting selection on a **Python GUI** using **Tkinter** widget
- Automated verification and validation procedures for thermal hydraulics code with end-to-end tests using **Pytest**
- Ported a thermal hydraulics modeling application from **Python 2.7** to **Python 3**