

RUDOLPH HARRELSON II

Software & Systems Engineer

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EXPERIENCE

Software Developer

Ubisoft - IT Publishing Services

 2023 - 2024

 Cary, NC

After moving to the IT department, my regular duties involved:

- Attending daily Agile meetings to discuss ongoing developments and sync with stakeholders throughout the organization
- Improving existing software such as the Ubisoft Support portal by fixing bugs, adding new features, updating dependencies, configuring various environments, and more
- Synthesizing feedback into user stories, filing tickets, and communicating with multiple teams to ensure conversations were being relayed to relevant parties

Lead Tools Engineer

Ubisoft - CS Enterprise

 2017 - 2022

 Cary, NC

This role combined aspects of business analytics, project management, and software development.

- My team was responsible for engineering software solutions at the Ubisoft CRC. I worked as our lead developer with an accomplished business analyst. We designed, built, and deployed web and desktop applications to be used by employees within the company. In addition to writing the brunt of the code, I also managed our git repositories.
- We pioneered several research projects in machine learning over the years. We built a prototype chatbot with Scikit-Learn in Python that accurately predicted user intent, serving as a proof of concept for what would later serve as an automated support bot.
- We trained word embeddings for a few in-house tools such as automatic ticket categorization and keyword suggestion. We used Python and a word vectorizer to build a word embedding based off of about 1 million support tickets.

Support Floor Manager

Ubisoft - Customer Relations

 2016 - 2017

 Morrisville, NC

My job was to ensure that we had adequate coverage on all support channels and make sure the workload is being handled in a timely, efficient fashion.

- I was tasked with handling difficult cases that were too complex for standard support agents. I would regularly engage in conferences with many teams in order to resolve issues in a timely manner.

PHILOSOPHY

"It is the mark of an educated mind to be able to entertain a thought without accepting it." - Aristotle

ACHIEVEMENTS

 **Career Path at Ubisoft, 2015-2024**
Consistently promoted due to exceptional performance

 **Web Application Adoption**
Our flagship web application was widely adopted by agents for day-to-day tasks.

 **Desktop App Launch**
A sibling to our flagship application was launched in order to replace external software that relied on expensive licensing.

 **Machine Learning Projects**
Word Embeddings implemented in multiple projects for a variety of use cases with high rates of success.

STRENGTHS & SKILLS

Motivated Ambitious
Inquisitive Gregarious Communicative

Javascript / NodeJS Python + Scikit-Learn
Java GNU/Linux + Bash Git
Docker Kubernetes Jira SQL
Neo4j GraphQL Server management
Systems administration
Network configuration
AWS | Azure | Google Cloud | Digital Ocean
Licensed Ham Radio Technician
PC, Phone, Tablet & Laptop repair

VR Support Manager **Ubisoft - Customer Relations**

⌚ 2016

📍 Morrisville, NC

I ensured that we had all of the information necessary to provide users with support for our VR titles. This included synthesizing information from multiple teams, identifying issues, running reports, and informing our support representatives on how to handle identified issues.

Support Agent **Ubisoft - Customer Relations**

⌚ 2015 – 2016

📍 Morrisville, NC

I answered phones, emails, and used live web chat to interact with customers who needed help using our products and services. I specialized in technically complex casework.

Library Technician **NCSU College of Education Media Center**

⌚ 2009 – 2011

📍 Raleigh, NC

- Assisted customers with technical questions, troubleshooting, and more.
- Set up audio/visual equipment for lecture halls and library events.

PROJECTS

Hosted Services

Independent Research

⌚ 2016-present

I have built and maintained a home lab to implement my own software solutions for a variety of purposes over the years, including web hosting services, media streaming, live streaming, VPN, DNS, DHCP, radio communications monitoring (ADS-B), multiplayer game servers, and more.

Security Systems R&D

Product Owner

⌚ 2018-present

I have implemented and maintained security systems built entirely out of consumer hardware and free, open source software without relying on commercial or cloud solutions.

Technical Services & Consulting **Independent Service Provider**

⌚ 2018-present

For years I have offered a selection of services for clients, such as:

- Signal messenger proxies
- DD-WRT and OpenWrt Custom Router Service
- PC, Server Design & Consulting
- Home Theater A/V Design & Configuration

LANGUAGES

English



Spanish



Japanese



EDUCATION

Mechanical & Aerospace Engineering Bachelor Program

North Carolina State University

⌚ 2008 – 2011

Matriculated, unfinished degree.
Dean's List 2009 – 2010

Computer Science Audit

Wake Technical Community College

⌚ 2012 – 2013

TestOut Network Pro certification
Web application development
Java programming
SQL database management

High School Diploma

Fuquay-Varina Senior High School

⌚ 2004 – 2008

Honors Graduate
1900 SAT score

REFERENCES

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