

JUSTIN ORRINGER

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WORK EXPERIENCE

Software Engineer at Red Hat, Hybrid Cloud Console	2024 - Present
Associate Software Engineer at Red Hat, Hybrid Cloud Console	2022 - 2024
Conversational AI	RASA, Python, Postgres, Redis, Flask
<ul style="list-style-type: none">Programmed a virtual assistant with NLP trained to help customers navigate, troubleshoot, and expedite their experience on the cloud platform.Designed dialogue content and training data alongside the User Experience team and Product Management.Automated many common actions through core and tenant API on the customer's behalf.Supervised user interviews with professionals from varied backgrounds. Asked about their comfort with AI completing administrative tasks and their expectations for a chat bot.	
CDN and WAF Administrator	Akamai
<ul style="list-style-type: none">Created proxies, routes, and redirects for new infrastructure in 3 separate environments. Promoted through Akamai CLI and versioned in the configuration's GitLab repository. Was the service owner shortly after hired.Onboarded new services to the Hybrid Cloud Console by solving service-specific challenges such as conflicting designs, authentication, and CORS requirements.Discovered failing edge nodes that failed to load frontend assets 60 times a day, which made the platform totally inaccessible for those customers until their local cache was reset.Frequently debugged user access and WAF restrictions with internal IT and Akamai support.	
Platform Maintenance	React, Typescript, Kubernetes
<ul style="list-style-type: none">Improved frontend architecture by storing assets in S3 through deploying a custom reverse proxy and a populate cache job.Enhanced and maintained PDF generator service by implementing landscape formatting, supporting additional data parameters, and onboarding tenant applications from a older service.Supported team agility by running scrum meetings and managing tickets.	
Software Engineering Intern at Red Hat, Hybrid Cloud Console	2022
Changelog service	Golang, Postgres, React
<ul style="list-style-type: none">Developed a service to track commit and deployment events from current Red Hat CI/CD pipelines (Jenkins jobs and Tekton tasks), all to aid on-call engineers debugging across microservices.,Modeled database after centralized YAML app configuration.	
Web Development Intern at the Breathing Space Institute	2021 - 2022

EDUCATION

North Carolina State University at Raleigh, NC	
<ul style="list-style-type: none">Master of Computer ScienceBachelor of Science in Computer Science	January 2024 - Present
Bachelor of Arts in English with a Film Concentration and with Honors	May 2022

SKILLS

Proficient Languages: Go, Python, C#, C++, C, Java, Javascript, HTML, CSS, ASM, Ruby, YAML	
Technical Skills: Microservices, Kubernetes, Git, Docker, Qiskit, Splunk, Unity, Fedora, MQTT, React-Native, Arduino	

HACKATHONS

Collaborative Drawing App	Node.js, MongoDB, Svelte, P5
<ul style="list-style-type: none">Created a collaborative drawing app that syncs in real-time through websocket connections to the backend server. Supports multiple rooms of users.	
Multiplayer Tank Game	Godot, WebRTC, P2P
<ul style="list-style-type: none">Developed a top-down tank shooter with a large map and respawning crates with various ammo types.Utilized a WebRTC library for the peer-to-peer handshakes between peer, signaling server, and stun-server. Included a lobby system joinable given a room code. Synced entities through RPC and Godot tooling.	
Gameboy game	C, GBDK
<ul style="list-style-type: none">Side-scrolling shooter built to run on the original Gameboy via the Gameboy Development Kit.	