

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

- 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

- 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

- 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

- 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

- Master of Computer Science
- Bachelor of Science in Computer Science
- Bachelor of Arts in English with a Film Concentration and with Honors

January 2024 - Present
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

- 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

- 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

- Side-scrolling shooter built to run on the original Gameboy via the Gameboy Development Kit.