David Koplik

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Experience

Software Engineer Aug 2025 – Present
ServiceNow *Santa Clara, CA*

- Deployed reusable CCaaS instances integrating Amazon Connect with ServiceNow, enabling multiple teams to self-serve deployments and saving ∼2 hours of setup per use.
- Introduced and implemented a failed call handling process via EventBridge, reducing agent call handling time by 30%.
- Developed JavaScript integrations connecting third-party CCaaS providers with ServiceNow AI agents and virtual agents, enabling intelligent call routing and automated customer interactions.

Software Engineer Jun 2024 – May 2025
Starbucks *Seattle, WA*

- Developed and deployed back-end Java Azure Function to onboard thousands of employees per year, streamlining a two-step process into one and reducing the average pipeline load by 50%.
- Designed and implemented an employee data hygiene reporting tool using Java to generate detailed Excel reports, significantly reducing developer and tester error analysis time.
- Architected a scalable and space-efficient Databricks workflow leveraging Delta Lake storage to track and report PII changes to Fidelity, ensuring data accuracy and compliance.

Software Engineer Intern May 2023 – Aug 2023
Starbucks *Seattle, WA*

- Integrated Elasticsearch into a Spring Boot application for querying existing back-end data, measuring query speed, analyzing system load, and assessing feasibility.
- Identified a 4% average performance improvement and a 4% median performance decrease, leading the team to make a data-driven decision against implementation.
- Observed a 13x improvement in back-end response time under extreme load conditions due to reduced database strain, though the test scenario was deemed unrealistic for production use.

Software Engineer Intern May 2022 – Jan 2023
Northrop Grumman *Gilbert, AZ*

- Developed a full-stack satellite data monitoring web application using MERN stack (MongoDB, Express, React, Node.js) to track and visualize real-time telemetry.
- Processed real-time data from WebSockets to render interactive Plotly.js plots and Astro UXDS components, improving satellite error detection and reducing the time to identify critical issues.
- Designed and implemented a back-end REST API with Express for user authentication, permissions, settings, and workspace layouts, leveraging MongoDB for persistence and the JavaScript Fetch API for front-end integration.
- Built a custom view builder in React, enabling operators to create and share personalized dashboards, streamlining workflows and collaboration.

Projects

CoMint: Peer-to-Peer Lending Platform | *Python, Django, PostgreSQL, JavaScript, Bootstrap* 2024

- Designed relational models in PostgreSQL supporting flexible term negotiations between multiple lenders.
- Integrated hCaptcha into user authentication forms, reducing bot account creation and enhancing security.
- Refactored functional views to class-based views and built responsive front-end components with Bootstrap, improving maintainability and ensuring consistency across devices.

Technical Skills

Languages: JavaScript, TypeScript, Python, Java, SQL, HTML/CSS
Libraries & Frameworks: React, Node.js, Express, Next.js, Django, Spring Boot, JUnit, TestNG, Celery
Developer Tools: AWS, Azure, PostgreSQL, MongoDB, Git, Elasticsearch, Logstash, Kibana, RabbitMQ, Jira, Maven

Education

Arizona State University Tempe, AZ
Computer Science (BS) | GPA: 4.00 | Summa Cum Laude | Dean's List *Jan 2022 – May 2024*
Relevant Coursework: Data Structures & Algorithms, Operating Systems, Database Management, Assembly Language