

Kevin Mok

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WORK EXPERIENCE

Moveworks

Austin, TX

Software Engineer

December 2023 - Present

Senior Customer Success Engineer

March 2023 - December 2023

Customer Success Engineer

May 2022 - March 2023

- Led the successful enterprise migration of internal proto fields for the customer-facing platform, achieving 100% metric parity across different protos. The migration streamlined operations and improved data consistency organization-wide.
- Developed an AI-based workflow generator using NLP to JSON conversion, enabling customers to easily build workflows without technical expertise. This innovation enhances product usability and accessibility, driving customer satisfaction and retention.
- Spearheaded developing and implementing advanced tooling solutions using SuperBlocks, React, and AppSmith for the CSE and support teams, doubling process efficiency and significantly reducing turnaround time for customer requests by 50%.
- Revolutionized debugging processes by creating centralized CLI tools and sandbox testing environments, reducing cycle time by 80%. Successfully automated over ten critical workflows with custom scripts, enhancing overall productivity and operational efficiency.
- Directed cross-functional initiatives to shape product roadmaps and steer engineering migrations, positively affecting over 100 organizations with strategic improvements. Actively mentored and upskilled numerous colleagues, fostering a culture of continuous learning and professional growth within the team.
- Spearheaded early testing and rollout of new AI features and capabilities, creating documentation and tutorials. Rapidly promoted to Subject Matter Expert for mission-critical workflows.

K3DES LLC

Remote

Software Engineer

October 2021 - March 2022

- Developed secure JavaScript web application with Svelte framework, enhancing productivity through integrated task/project tracking and collaboration.

Rules-Based Medicine a Q2 Solutions Company

Austin, TX

Software Engineer I

June 2019 - October 2021

- Led development of mission-critical lab workflow applications and databases using .NET, C#, and SQL. Optimized robotics automation through engineering scripts and custom CLI tools.
- Orchestrated redesigning 20-year-old legacy systems for 64-bit migration, phasing out Win7 and achieving approximately \$20,000 in support cost savings.
- Built asynchronous web services and customized CLI tools that slashed manual processes and enhanced clinical data analysis.

SKILLS

Languages: Typescript | JavaScript | Python | C# | SQL | NoSQL | HTML | CSS | Rust

Libraries & Frameworks: React | Svelte | Next.js | Remix | Tailwind | Express | Drizzle | Prisma

Tools & Platforms: Git | GitHub | Vercel | Heroku | Kafka | OpenSearch | Railway | Docker | Supabase | StoryBook | Webpack | Vite | Jenkins | Bazel

EDUCATION

Georgia Institute of Technology

Atlanta, GA

M.S. in Computer Science - Interactive Intelligence

Current

Texas State University

San Marcos, TX

B.S. in Electrical Engineering

Graduation Date: May 2019

Austin Community College

Austin, TX

A.S. in Computer Science

Graduation Date: May 2016