

Samuel Kwak

Cloud & AI Platform Engineer

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ABOUT ME

Highly adaptable full-stack engineer with over 7 years of experience delivering projects with ambiguous scopes and evolving requirements. I am obsessed with understanding technical design. I am a strong proponent of testable, readable code, and I thrive on improving team processes and developer experience through collaboration and tooling. I use AI-driven, agentic workflows for enhanced productivity, including comprehensive plan/design review, in-depth discussion, refinement, and research.

EXPERIENCE

Microsoft, Azure Copilot Core — Senior Software Engineer

Sep 2024 - Present

Contributor across the Azure Copilot SDK stack and Azure Copilot in Portal, with emphasis on reliability, reasoning/response quality, and performance measurement, using tech ranging from CosmosDB, Microsoft Bot Framework, and React.

Designed and built a scalable, client-agnostic telemetry system for automated alerting and dashboards, used by leadership for visibility into product health and performance. The system quickly delivered tangible results, detecting and alerting on multiple blindspots within the first month of deployment, improving product reliability by 20%, usage calculations, feedback measurements, and runaway prompt scenarios.

Greenfielded internal tool for agent/plugin development with a 3 month deadline. Led 2 engineers to deliver MVP within the first few weeks, with all major milestones as well as urgent partner asks complete with a month to spare. The accessory system designed to support the tool went on to be used for other high-priority initiatives, including RAI automation.

Microsoft, Azure Portal Framework — Software Engineer 2

May 2020 - Sep 2024

Developed and deployed multiple high-value experiences for the Azure Portal, which currently receive over 1 million unique weekly loads.

Modernized partner product offerings on the Azure Portal by collaborating closely with teams to update to the latest technology and design standards, resulting in improved accessibility, near-perfect Lighthouse scores, and automated testing for legacy code.

Successfully led a cross-functional intern project involving the Azure Mobile team and the Azure Support team to revamp high-traffic views and integrate support requests between the desktop and mobile applications, achieving code completion and initiating A/B experimentation before the intern's departure.

Significantly contributed to the core framework, technical documentation, and key developer tooling, including setting up build, test, and deployment pipelines and creating/maintaining crucial UI components.

LANGUAGES

JavaScript,
TypeScript, C#,
HTML/CSS, SQL

Basics: Java/Kotlin

TECHNICAL SKILLS

React/Node, .NET,
SQL, Git, Docker,
AI/MLOps
(API/SDK)

Basics: Redis,
MongoDB

AWARDS

2019 Clash of the
Coders Winner

BNR internal 3-day
team-based
hackathon

Big Nerd Ranch, Web Team — Software Developer

Mar 2018 - May 2020

Rapidly upskilled (Vue.js) to assume an urgent role for a Fortune 100 client, becoming the primary contributor of a critical search service UI/UX, used by thousands of support agents globally.

Collaborated with a major restaurant client to develop website ordering systems, which are now used nationwide. Also developed drivers on native Android code, integrating the underlying card processor SDK with the React Native application.

Spearheaded internal process reforms and internship program to grow the fledgling BNR web team. Led multiple internal initiatives to standardize the hiring process and restructured "bench-time" to encourage upskilling and career development. Pioneered BNR's web internship program, focusing on diverse hires; all participating interns subsequently secured SWE roles at major software companies.

EDUCATION

University of Georgia — B.S. Biochemistry and Molecular Biology

May 2011 - August 2014

PROJECTS

Kwakanalia — Personal wedding website

<https://kwakanalia.wedding>

Gatsby app hosted on Netlify, using Netlify Identity and Netlify Functions to interact with a multi-container Docker app on a DigitalOcean droplet

RevMatch App — Car Journaling Mobile/Web App

<https://revmatch.io>

Passion project built ground-up using cloud-first stack hosted on GCP and Vercel, including Cloud Storage, Cloud SQL, Cloud Functions, Firebase RTDB, Credential Manager, MongoDB, Cloud Tasks/Scheduler. Designed and developed backend architecture, primary owner of webapp.