



# James "Chip" Thrasher

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## EDUCATION

**North Carolina State University, Raleigh, NC**

anticipated graduation December 2025

B.S. Computer Science

- Computer Science Ambassador Representing Computer Science department at engagement events & tours
- Transfer Advisory Board Representing transfer students to College of Engineering leadership
- Teaching Assistant, CSC 216 Taught 30 students about object-oriented programming & Git
- Student Staff, Engr. Career Fair Managing operations for career fair with 10000+ annual attendees

## WORK EXPERIENCE

**Site Reliability Engineer Intern, Pearson, Durham, NC**

06/2024 to 08/2024

- Migrated CI/CD processes, reused in 25+ products, from Jenkins to GitHub Actions
- Reduced build compute cost by 50% by deploying GitHub Actions on Kubernetes-based runners
- Gained experience in DevOps principles & cloud infrastructure automation with Terraform
- Learned how to document effectively, allowing my team to continue the migration

**Software Engineer Intern, Pearson, Durham, NC**

06/2023 to 08/2023

- Improved support chatbot's accuracy in ServiceNow and JavaScript, used by more than 20,000 employees
- Drove 5% reduction in chat ticket escalations by integrating a text classification machine learning model
- Created proof of concept for automatically classifying & resolving support tickets
- Presented my project to VPs and C-suite leadership
- Learned how to collaborate on a team and communicate with different stakeholders

## PROJECTS

**MyDigitalHand**

500+ active users

- Developed an office hours queueing tool used by 500+ students in NC State undergraduate courses
- Tested TypeScript/React frontend with Jest & Selenium. Designed wireframes with Figma
- Updated Dockerfiles, deploy scripts, and WebSocket/REST API formats to fit best practices
- Built performance dashboard in Spring Boot/Java to track server performance running on-premise
- Met with students and faculty to determine their needs & translate them to product strategy

**Nelt Map ([nelt.chipthrasher.com](https://nelt.chipthrasher.com))**

20+ active users

- Built a Minecraft server's equivalent of Google Maps using HTML, CSS, and JavaScript with Leaflet.js library
- Designed beautiful, usable frontend UI with clean components and minimized code reuse
- Integrated app with Google Sheets, enabling self-service for contributors and saving 90% of maintenance time
- Configured cache with AWS CloudFront, S3, Lambda, and CloudWatch, reducing load time by 3 seconds

**Minecraft Data Analysis**

- Wrote scripts in Python, Bash to automate tedious manual process of data collection & analysis from Minecraft
- Utilized Regex & math to parse Minecraft logs into useful numeric data, to be visualized by basic web app frontend

## EXTRA SKILLS

React, Java, JavaScript, TypeScript, Bash, **AWS + Cloud Practitioner Certification** (EC2, SQS), C, Unix, Data Structures & Algorithms, Technical Communication, UI/UX Design, Solution Architecture, Product Management