

# Kyu Gavin Kim

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## Professional Experience

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### Clyde Technologies Inc.

Implementation Engineer, Lead  
Implementation Engineer

Remote & NY

June 2022 - March 2023  
September 2021 - June 2022

- Implemented Clyde's call-to-action (conversion button) on 100+ merchant sites using Clyde SDK in JS. Updated implementation scope of work, alongside our in-house legal counsel, to code directly on specific types of merchant sites. **3X'd** the monthly number of protection plans sold.
- **Halved launch times** through coding merchant-specific JS snippets, and implementing process changes in cross functional handovers & trainings. Ultimately achieved Enterprise Time-to-value (TTV) of 54 days (goal: 90), Mid-Market TTV of 37 days (goal: 45), and SMB of <5 days.
- Grew a critical international strategic partner account from **\$1M to \$8.6M GTV** while navigating partner's 15% layoffs.
- Delivered end to end (backend & frontend) technical implementations for new merchants, leading to additional **\$2.1M+ ARR**.
- Wrote the service level agreement (SLA) and trained the L1 Support Staff. Halved the L2 & L3 average resolution time to <48 hours.
- Owned the relationship with solutions partners on our SFCC Cartridge & Magento App. Provided solutions for 4X increase in opportunities.

### Optimove Inc.

Solutions Engineer

Remote & NY

January 2021 - August 2021

- Solved 99%+ of the support tickets from \$7 million revenue US client pool. Upsold realtime marketing trigger features to 75% of US enterprises.
- Trained the US customer success staff on resolving recurrent issues, leading to a 33% US-wide reduction in time spent on debugging calls.

### JOOR Inc.

Integrations Manager

New York, NY

October 2017 - February 2020

- Delivered 100+ brands' integrations using REST API and flat files, with 60+ unique resource and order management systems (e.g. SAP S/4 HANA and Business One, Microsoft D365, Netsuite, M3, Shopify, Quickbooks). Resulted in **<0.5% support tickets** raised from my projects.
- Anchored 10+ enterprise clients (\$500 mil+ yearly GTV) to JOOR during data migrations and omni-channel transformations. Provided technical solutions for integration with 15+ opportunities and received contract signatures from 100%.

### Xometry Inc.

Associate Product Manager

Bethesda, MD

February 2017 - October 2017

- Road-mapped and launched v2 of the Partner Portal web app of a US-based manufacturing commerce platform. Reduced occurrences of production bug incidents from more than 30/month to less than 5/month. Boosted partner satisfaction score from 2/5 to 4.1/5
- Re-architected the Configure, Price, Quote feature to better reflect the industry pricing and delivery timeline, respecting the complexity of the manufacturing. Experimented on key partners then improved the overall same-day job placement from **55% to 92%**. GTV 3X'd that month.

### Booz Allen Hamilton

Senior Consultant

Part-time Intern & Summer Intern

Washington, DC

June 2015 - January 2017  
Aug '14 - June '15 & May '14 - Aug '14

- Delivered the technical analyses, which quantified the Environmental Impacts of Unmanned Aerial Systems (drones) Operations in civilian airspace. Outlined the gaps in modeling software to receive additional \$920K in task orders for research with MITRE and Volpe Center.
- Liaised user requests to developers by creating requirements and acceptance criteria. **Won the \$650k** improvements to the Aviation Analytics Input Processor tool to more accurately capture impacts of aviation operations under 12K feet altitude and at steeper arriving glideslopes.

### MITRE Corporation & Aterrasys LLC.

Intern

McLean & Arlington, VA

May '13 - Aug '13 & May '11 - Aug '11

- Programmed functioning lab equipment using a microcontroller and 3D-printed parts. Chosen to present at DIA and at national broadcast.
- Tested the maps and reporting functionalities of the DARPA Transformative Mobile Apps Program (TIGR) used on the ground in Afghanistan.

### GavinKyu

Consultant

New York, NY

March 2020 - Present

- Advise emerging brands and merchants through e-commerce growth, focusing on their digital transformation. Not accepting new work.

## Education

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### University of Virginia

BSc in Civil Environmental Engineering & Growth Consultant for PureMadi

Charlottesville, VA

## Skills

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#### Technical

Javascript, HTML/CSS, jQuery, AJAX, Web/Developer Tools, Postman, iPaaS (Workato), CI/CD Tools, Docker, Shopify, Salesforce Commerce Cloud (SFCC), Magento, Node.js, SQL, Python, Git, Kibana, Datadog.

#### Miscellaneous

API Documentation & Maintenance, Agency/Partner/Vendor Management, User Interviews, Feature Scoping and Requirements, Troubleshooting Triage Tickets, Recorded Presentations and Tutorials, Flatfiles/EDI/SFTP, Integration, Implementation, Solutions.