

## RICHARD HOUCHIN

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### Software Development Engineer

Experienced Software Development Engineer with a strong foundation as a product manager. Wrote and architected the on-site feedback survey system for a fortune 500 company. Recognized for exceptional skills in creating clear and accessible documentation and fostering collaboration across diverse teams, bridging the gap between business and technical domains. Proven track record architecting AWS and python-based applications to solve business needs. Experienced with resolving payment card industry audit corrective actions. Known for facilitating effective communication and building relationships across the company. Passionate about delivering innovative solutions that meet both user needs and business objectives.

### SKILLS

Python | ETL | AWS | SQL | Project Management | Leadership | Communication | Risk Management  
CSS Web Design | JavaScript

### EXPERIENCE

#### Expedia

May 2010 - March 2024

#### Senior Software Development Engineer

April 2021 - March 2024

Built and managed an in-house on-site customer feedback system, providing back-end and front-end architecture and engineering. Built and maintained the ETL which integrated with various internal systems. This is the "feedback" link on customer-facing web pages. This application was built as an AWS cloud app that provided more and better services than the vendor product it replaced at a twentieth of the cost.

- The feedback system expanded to 16,000 lines of code and processed 50,000 feedback submissions monthly, outperforming vendor products in evaluations
- Represented Expedia as a corporate deponent, as the technical owner of the session replay tool systems for the company. This included documentation, vendor and contract management, compliance and auditing, implementation engineering, and training.

#### Senior Systems Engineer

March 2019 - April 2021

Migrated the enterprise from Tealeaf to Glassbox. This transitioned from an on-prem installation with over 400 servers to a Cloud SaaS product. The migration was completed in a single quarter and had no service or data disruptions.

- Spearheaded complex event processing system that delivered valuable directional data. Collaborated across departments to enhance the system's maturity, significantly improving from dropping 50% of data to achieving higher availability than the enterprise data warehouse. The reports generated by the system became the gold standard across the company.

#### Systems Engineer II

May 2014 - March 2019

Maintained the Windows and Linux hardware for the Tealeaf ecosystem for all the global brands (5+ Tealeaf systems) and worked closely with a globally distributed team to provide 24/7 support.

- Conducted training sessions to familiarize users with the tool's functionality.
- Focused on customer-centric support with a keen eye for identifying documentation and automation opportunities, enabling the ops team to concentrate on larger-scale projects.

#### Senior Systems Analyst

May 2010 - April 2014

Directed the world's largest and most complex Tealeaf installation for the world's largest travel Website.

**ADDITIONAL RELEVANT EXPERIENCE**

**CSU, Chico, CA**  
**Graphic Design Specialist II**  
**Publications Coordinator**

**CSU, Chico, CA**  
**Teaching Fellowship**

**EDUCATION**

**Bachelor of Arts (BA), English**  
California State University Chico, Chico, CA