# Owen Morales

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## EDUCATION

**B.S. in Computer Science, Brigham Young University - Idaho** — Apr 2027 (Expected)
- GPA: 3.98

**Associate in Business Statistics, Brigham Young University** — Apr 2024
- GPA: 4.0

## EXPERIENCE

**CS Teaching Assistant, Brigham Young University - Idaho** — May 2026 - Present
- Validated cloud-native architectures utilizing AWS, Docker, and Kubernetes, enforcing 100% compliance with industry standards in serverless scaling, NoSQL database design, and event-driven systems.
- Mentored 100+ students in HTML/CSS/JS, boosting multi-level instructional strategies.
- Guided CI/CD and IaC, streamlining workflows and incident response protocols for over 1,000+ assignments.

**Co-Founder & Developer, Daily Disciple** — May 2025 - Present
- Co-founded an app on React, Expo, and Node.js, successfully launching the product to thousands of active users.
- Designed the platform to help users plan and track spiritual and daily goals, achieving 87% monthly growth.
- Implemented real-time tracking features, raising task completion by 76% and decreasing churn by 32%.

**Software Engineer, FamilySearch** — Apr 2025 - Oct 2025
- Executed 350+ test cases in C# (NUnit) and Azure Functions, bringing reliability for 13.7M users while coordinating 100+ releases to ensure seamless deployment and triage alongside Systems Engineers.
- Partnered alongside 4 Senior QAs during a major transition, streamlining end-to-end pipelines in C#, Java, and Python. Built a feature from concept to deployment, adjusting coverage to 97% and eliminating manual testing.
- Refactored 10,000+ lines of code, elevating performance by 36% through test suites in Azure.

**Software Developer, BYU** — May 2024 - Present
- Architected BYU's CSAT platform on Genesys, Twilio API, and iPaaS, enabling automated feedback collection for 70,000+ students and staff and linking into core university systems, used by the BYUI President.
- Digitized Financial Aid via JavaScript, iPaaS, and TDX API, saving $110K+ annually for 100K+ users.
- Delivered 350+ integrations in Node.js, Java, and TypeScript, refining processes and UX by 73%.
- Engineered an automated TypeScript parsing system to extract and convert thousands of Knowledge Base (KB) articles into Markdown, feeding an AI assistant that powers 5,000+ monthly user interactions.

**Researcher, CCS Global Tech** — Sep 2023 - May 2024
- Optimized data pipelines in R, SQL, Snowflake, and Python, incorporating 87% of predictive analytics.
- Redesigned CRM workflows consolidating UI/UX architecture and raised staff productivity by 34% across 5,000+ client records, improving data accuracy, accessibility, consistency, transparency, and efficiency.
- Mentored 20+ engineers on data and analytics best practices, fostering collaboration and teamwork.

**Technician, Verizon** — Feb 2022 - Sep 2023
- Programmed a C#/ASP.NET tool for JIRA, increasing team output by 78% and streamlining workflow projects.
- Linked MTAS/MSAT, Orchestration Plan, and Salesforce workflows, producing $148K in annual savings and reducing project turnaround times by 34% as technical lead for Verizon's Visible operations.
- Simplified internal processes for Visible, increasing team efficiency and delivery consistency.

## PROJECTS

**Centurion - (Data Analytics & AI/ML)** — Apr 2024
- Led 7 workshops in Python, R, Tableau, and Power BI for 80+ participants, focusing on dashboard design and data pipelines. Instituted AI/ML optimization models and reports uncovering inefficiencies worth $11,000 annually.
- Applied predictive modeling to drive data-informed decisions and pinpoint efficiency gains.

**KB Connector Tool - (Data Manipulation & Integration)** — Feb 2025
- Produced a TypeScript/Node.js app syncing JSON through TDX API, cutting manual processing by 88%. Orchestrated an automated scraper and integration layer for Genesys, doubling data precision and reliability.
- Engineered a module for positions activating prompts from real-time schedules, transforming operational flow.

**Phronesis - (Mobile App & AI/ML)** — Oct 2025
- Created an Expo/React Native app as part of BYU Hackathon, on Node.js/Firebase backend, processing 1,000+ user reflections and invented AI dashboards delivering daily insights for 100+ users showing 41% correlation.
- Assembled real-time sentiment data through AssemblyAI, processing input in under 5 seconds for insights.

**Secure File Sync - (Systems Programming & Security)** — Nov 2025
- Secured 1,000+ files in Rust AES-256-GCM, enforcing encryption, monitoring, and robust key management.
- Configured CLI tools for decryption and file tracking background processing, decreasing manual input by 87%.