

Thomas Carmichael

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WORK EXPERIENCE

- Microsoft** July 2022 – Present
 - Software Engineer II* Austin, TX
 - Led development of the ‘Suggested Contacts’ chat feature for Microsoft Teams SMB, boosting engagement (MEU) among tens of millions of users and improving monthly active user (MAU) metrics.
 - Implemented key features for SMB Exploratory users, including calendar improvements, enhanced auth error handling, and a “License Request” surface, directly increasing paid seat conversions and org revenue.
 - Developed a GDPR-compliant solution for exporting Google data from Teams, collaborating with international partners to meet regulatory standards, and upgraded Google authentication to Google Identity Services, improving security and enabling Google Workspace and Calendar add-on integrations.
- IBM** June 2021 – July 2022
 - Cloud Software Developer* Austin, TX
 - Developed a Golang microservice plugin for IBM Cloud to enable Terraform configuration scans, adopted by multiple teams for rule checks that improved security in deployments.
 - Implemented serverless solutions with Cloud Functions and Apache Kafka to automate license retrieval for programming languages and OS packages.
 - Optimized Cloudbant/CouchDB databases through refactoring, query tuning, and indexing, with performance gains confirmed by LogDNA and New Relic monitoring.
- PROS** January 2020 – June 2021
 - Software Engineer* Houston, TX
 - Drove data warehousing, processing, and inter-team flow solutions as a core Data Platform team member.
 - Developed and maintained Node.js/TypeScript microservices, deploying with GoCD, Docker, and Kubernetes, ensuring high availability with Azure monitoring.
- UH CBL** May 2018 – September 2018
 - Graduate Research Assistant* Houston, TX
 - Coordinated version control for the Computational Biomedicine Lab (CBL) projects using GitLab, Git, and BibSync, an in-house bibliography syncing server. Managed CBL’s blog, wiki pages, and website.
- NASA** August 2017 – May 2018
 - Software Engineer Intern* Clear Lake, TX
 - Developed a search algorithm and GUI using JavaScript and jQuery for the Operating Systems and Security Division, improving team task coordination.
 - Resolved a security vulnerability in production code, earning recognition from the department president.

EDUCATION

- University of Houston** December 2019
 - Master of Science in Computer Science; GPA: 3.7* Houston, TX
- University of Texas at Austin** December 2015
 - Bachelor of Science in Human Biology; GPA: 3.4* Austin, TX

PUBLICATIONS

- Dai, G. Paluri, P. Carmichael, T. Cheng, A. Miikkulainen, R. “Leveraging the Selfless Driving Model to Reduce Vehicular Network Congestion”, 40th International IEEE Real-Time Systems Symposium (RTSS) 2019.

PROGRAMMING SKILLS

- Proficient:** Golang, JavaScript, TypeScript, Python, C#, MongoDB, Redis, Apache Kafka, REST, Linux, Git, Docker, ReactJS, Redux, Bash/Shell, Grafana, GraphQL, Node.js, Express.js, HTML, CSS, Azure Cloud, IBM Cloud
- Familiar:** Rust, NextJS, PostgreSQL, SQL/mysql, RDBMS, Scala, Java, Apache Spark, Kubernetes, GoCD, Tekton, CosmosDB, CouchDB, CloudbantDB, Jenkins, Microservice Architecture, Terraform, Helm, DataBricks, AWS Cloud