

Owen Morales

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PROFESSIONAL SUMMARY

Experienced Software Engineer & Data-Driven Innovator

- Problem-solver passionate about transforming complex challenges into streamlined, reliable solutions improving daily experiences. Known for creativity, collaboration, and a drive to deliver technology empowering both teams and users.

EDUCATION

B.S. in Computer Science, Minor in Data Science, Brigham Young University - Idaho Apr 2026

- GPA: 3.98

Associate in Business Statistics, Brigham Young University Apr 2024

- GPA: 4.0

EXPERIENCE

Software Engineer, FamilySearch May 2025 - Present

- Executed 350+ test cases in C# (NUnit) and Azure Functions, strengthening system reliability for 13.7M users.
- Directed 100+ project releases, coordinating deployments, triage, and remediation to ensure 100% on-time delivery.
- Engineered automation suites with C#, Java, and Python, expanding test coverage by 97% and eliminating manual testing.

Systems Developer, BYU May 2024 - May 2025

- Deployed BYU's CSAT system with Genesys, Twilio API, and iPaaS; enabled campus-wide feedback shaping strategic decisions for 70,000+ students and staff.
- Completed a Financial Aid workflow (JavaScript, TDX API, iPaaS) in under one month, streamlining eligibility checks and routing while generating \$110,000+ in annual savings.
- Delivered 350+ integrations and internal tools with RESTful APIs, EJS, R, Python, and TypeScript, elevating UX by 73%.

Researcher, CCS Global Tech Sep 2023 - May 2024

- Optimized data pipelines with R, SQL, Snowflake, ETL, and Python, cutting reporting errors by 29% and accelerating pipeline runtime by 44%.
- Led a cross-functional project integrating predictive analytics into business dashboards, improving decision-making speed by 22%.
- Implemented a CRM workflow streamlined UI/UX and raised staff productivity by 34% across 5,000+ client records.

Technician, Verizon Feb 2022 - Sep 2023

- Designed a C#/ASP.NET tool for JIRA ticket management, increasing team throughput by 78%.
- Integrated MTAS/MSAT, Orchestration Plan, and Salesforce, generating \$148,000 in annual savings.
- Served as technical lead for Verizon's Visible team, coordinating shortened project timelines by 34%.

PROJECTS

Daily Disciple May 2025

- Co-founded and rolled out a React Native mobile app with Firebase and Node.js; onboarded 1,000+ users and drove 47% month-over-month engagement growth.
- Introduced real-time planning, personalized guidance, and progress-tracking features, boosting task completion by 26% and lowering churn by 32%.

Centurion Apr 2024

- Facilitated data analysis workshops (Python: Pandas, NumPy; R; Tableau; Power BI; DAX) across 7 sessions with 80+ participants, producing interactive dashboards and reusable pipelines.
- Built AI/ML optimization models and visual reports uncovering operational inefficiencies and achieving \$11,000 in annual savings.

KB Connector Tool Feb 2025

- Released a web app to transform and synchronize JSON via the TDX API using JavaScript, Express.js, Swagger, and Heroku; reduced manual processing time by 88%.
- Orchestrated an intelligent module for office positions that automatically generated prompts based on real-time departmental schedules.
- Built an automated scraper and integration layer for Genesys endpoints, enhancing data and accuracy by 100%.

Requookies Nov 2024

- Constructed a full-stack study group platform with Node.js, AWS Lambda, and DynamoDB, supporting OAuth authentication and 100+ registered users.
- Developed REST APIs for user management, group matching, and session scheduling; boosted weekly active users by 22% and study participation by 19%.