

Cloe Wemett

ccwemett.com · [linkedin.com/in/cloe-wemett](https://www.linkedin.com/in/cloe-wemett)

Results-driven professional with a background in computer science, customer support, and technical mentoring. Skilled at managing cross-functional tasks in fast-paced environments while maintaining a strong focus on operational efficiency and user satisfaction. Eager to contribute to innovative teams through technical insight, effective communication, and the creation of memorable experiences that build brand loyalty.

TECHNICAL SKILLS

Languages: Java, Python, JavaScript, HTML/CSS, Lua, Scratch/Snap!, Swift, SQL, R, Bash

Frameworks/Protocols: SCIM, SAML, React, Angular, Pandas, NumPy, Git, REST APIs

Tools: Jira/JSM, Confluence, Intercom, Google Workspace, Microsoft Office, GitHub, Slack

EXPERIENCE

Senior Support Engineer · Sourcegraph · San Francisco, CA (Remote)

Oct 2023 – Present

- Engineer and support large-scale Sourcegraph deployments, enabling developers to search, understand, and automate code across complex environments.
- Deliver reliable, high-performance deployments across both cloud and on-premise architectures, with a focus on stability, scalability, and customer success.
- Partner closely with engineering teams to streamline CI/CD pipelines and improve the speed and consistency of deployment workflows.

Senior Code Coach · The Coder School Berkeley · Berkeley, CA (Remote)

August 2019 – Present

- Mentored students ages 8–18 in 1:1 sessions and group classes of 15–20, building coding skills, problem solving, and confidence.
- Taught 5+ programming languages while adapting to diverse learning styles.
- Coached students to win local competitions and place nationally.
- Served as a peer resource for curriculum support and operational processes.
- Transitioned to part-time to continue support for long term students while advancing in a technical career.

Customer Support Engineer 2 · Atlassian · Sydney, Australia (Remote)

July 2023 – Aug 2025

- Delivered personalized technical support for Atlassian products, managing 5+ tickets daily across diverse customer use cases.
- Specialized in identity and access management, troubleshooting SAML/SCIM configurations and supporting integrations with Google Workspace, Azure AD, and Okta.
- Leveraged REST APIs to assist with automation, data extraction, and advanced troubleshooting.
- Balanced ticket resolution with team initiatives and backlog maintenance, maintaining a 3.6 ticket/day close rate and efficient average handling time.
- Received high praise from customers, earning a 90.4 average NPS within six months.

Software Developer Intern · Technology Enhanced Learning in Science · UC Berkeley, CA

October 2022 – May 2023

- Selected by faculty to join a graduate-level course and research lab improving online learning outcomes.
- Collaborated with grad students to code and analyze student response data for AI/NLP model training.

- Contributed to feature improvements on the WISE (Web-based Inquiry Science Environment) platform.
- Programmed in Java, HTML, and TypeScript using the Angular framework.

Cal Teach Field Placement · Bay Area Public Schools · *Bay Area, CA*

October 2022 – May 2023

- Supported classrooms across Bay Area schools, including hybrid English/Spanish instruction in an ESL classroom.
- Designed and independently delivered lesson plans aligned with classroom curricula and schedule.
- Raised student confidence through individualized academic support, helping struggling learners make steady progress.
- Evaluated student assignments and updated grades and feedback to student portals.

Food Service Supervisor · Good Smoke BBQ · *East Rochester, NY*

April 2015 – July 2021

- Adapted quickly in a fast-paced environment, leveraging a strong knowledge of restaurant operations.
- Cross-trained and proficient in multiple roles, including host, server, expo, catering, prep, and line cook, demonstrating flexibility and a commitment to continuous learning.
- Served as a go-to resource for guests and team members, building strong multitasking, communication, and conflict resolution skills.
- Led onboarding for 30+ team members, fostering a consistent, high-quality service culture.
- Provided technical support across multiple locations, resolving system issues to minimize downtime.

EDUCATION

University of California, Berkeley · Bachelor of Arts in Computer Science · *May 2023*

Minor in STEM Education

Courses: Databases (CS 186) / Artificial Intelligence (CS 188) / Principles & Techniques in Data Science (DATA 100)

Webster Schroeder High School · HS Diploma · *May 2019*

Graduated Summa Cum Laude

Co-founder and President of the Computer Science League

Captain of the Girls Varsity Swim Team

Courses: AP Computer Science A / AP Calculus BC / AP Physics C / AP Economics