

THOMAS PARAS

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OBJECTIVE

Software development or technical support role that pairs 10+ years of customer-facing troubleshooting and root-cause debugging with hands-on building of tools, scripts, and REST APIs.

SUMMARY OF QUALIFICATIONS

- 10+ years in customer-facing technical support at Triplt, a Concur product (SAP): owned the full support-case lifecycle, from quick fixes to multi-day root-cause investigations across production systems.
- Built and shipped ClassiFinder, a production REST API with a Python SDK, MCP server, and CLI: designed and deployed the full stack on Fly.io, backed by 977 automated tests.
- Delivered 3 internal developer tools at Triplt with no formal dev allocation: scaffolding, regex-generation, and code-review tools that cleared a years-old backlog and reduced repeat issues.
- Strong in a technical, command-line Linux environment: Python, Bash, Git, Docker, CI/CD, SQL log querying, and log analysis, with day-to-day CLI workflows.
- Clear communicator and team leader: produced and directed 10+ stage productions at Bindlestiff Studio, leading cross-functional teams to deadline; coverage in the San Francisco Chronicle.

EXPERIENCE

Software Developer / Technical Support Specialist

Jul 2015 – Apr 2026

Triplt, a Concur product (SAP) — Concur Technologies Inc., San Francisco, CA

- Drove sustained throughput of 10+ support tickets per week, from rapid fixes to multi-day root-cause investigations using AWS CloudWatch Log Insights and AWS Athena.
- Partnered with engineering and product to scope and launch new feature support; led customer-facing escalation coordination, acting as the bridge between users and engineering.
- Engineered declarative regex extraction templates with named capture groups, fallback chains, and hierarchical field extraction; diagnosed and resolved parsing failures across HTML, PDF, and plain-text email formats.
- Managed a production CI/CD workflow inside a Dockerized environment: sparse Git checkout of the template corpus, vendor-level branching, self-reviewed code, direct-to-production merges on passing tests.
- Owned non-production build health; diagnosed and resolved build failures before they reached production.
- Built three internal developer tools end-to-end (2024–2026): `create_new_datamap`, `regex_generator`, and `code_reviewer`, using Cline/Claude, without formal dev allocation.
- Championed a Neovim-based editor migration (2022) that replaced legacy Vim across the team and materially improved edit efficiency on regex-heavy work.
- Mentored a high school intern (2018): taught authoring and debugging fundamentals; intern shipped working production fixes within the summer.
- Demonstrated LLM-assisted tooling at Triplt's internal GenAI hackathon (2023), an early proof-of-concept later adopted by the team.

KEY PROJECTS

ClassiFinder — Secret Detection API

classifinder.ai

- Founded and shipped a stateless secret-detection REST API purpose-built for LLM pipelines, AI agents, and CI/CD.
- Architected a 179-pattern engine across 11 categories: AI provider keys, cloud, payment, DevOps, and more, with Shannon entropy scoring and prefix-anchored confidence calibration.
- Adopted an open-core distribution model: MIT-licensed detection engine published openly; proprietary hosted API on Fly.io with scale-to-zero. Four packages on PyPI: API, SDK, MCP server, and `cfsniff` CLI.
- Engineered for security: pure-function design, zero stored request data, metadata-only logging, in-memory rate limiting.
- Delivered a full ecosystem: FastAPI server, sync/async SDK with LangChain integration, MCP server for agentic tools, `cfsniff` CLI for local scans, Astro landing page with live demo, and 977 automated tests.

DMM Internal Tooling Suite — Triplt

2025 – 2026

- `create_new_datamap`: scaffolding tool with vendor-DB integration and structural validation.
- `regex_generator`: clipboard-based text-to-regex converter with 25+ language macro support.
- `code_reviewer`: interactive linting tool with format-aware quality checks and incremental safe edits.

COMMUNITY & VOLUNTEER LEADERSHIP

Producer / Director — Bindlestiff Studio, San Francisco

2016 – 2025

- Produced 10+ stage productions (2016–2020); managed concurrent shows across cast, crew, directors, and venue coordination.
- Conceived and produced The Geek Show (2017–2019) across three iterations, including an SF Sketchfest run; coverage in the San Francisco Chronicle.
- Contributed across the full production stack: producer, writer, director, actor, stage manager, and prop maker.

TECHNICAL SKILLS

Languages & Scripting: Python (proficient); Bash, regex, SQL; JavaScript, TypeScript (learning); Java, Ruby (working knowledge)

AI & Tooling: Claude API, Claude Code, MCP architecture, Claude.ai, Cline, OpenClaw/Hermes Agent, n8n, Make.com, Ollama, LM Studio, Groq, vector databases, AI agent development

Infrastructure: Linux, Docker, Git, CI/CD pipelines, SSH, CLI workflows

Data Systems: SQL log querying (AWS Athena), AWS CloudWatch Log Insights, log analysis, JSON/XML, regex-based data pipelines

Editors & Workflow: Neovim, VS Code, Cursor

Networking (studied): TCP/IP, DHCP, DNS, Cisco router/switch configuration

EDUCATION

City College of San Francisco — Computer Science AA program

2012 – 2015

Coursework: Java, Android development, SQLite, Ruby/Rails, HTML/CSS, network architecture (TCP/IP, DHCP, DNS), Cisco technology. Studied toward CompTIA A+, Cisco CCNA, Network+.