

SCOTT PETERS

BUSINESS SYSTEMS | INTERNAL TOOLING | AUTOMATION

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PROFILE

Internal tooling and automation professional with 6+ years improving e-commerce operations, proprietary ERP workflows, and internal applications. B.S. in Software Engineering; experienced in requirements gathering, API integrations, process improvement, and LLM-based automation with human approval.

CORE SKILLS

Business systems Proprietary ERP • Inventory/order workflows • Requirements • Process mapping • Data quality
Development & data Python • JavaScript • C#/.NET • SQL (working knowledge) • SQLModel/ORMs • SQLite • REST APIs/Webhooks
Platforms & tools Claude/OpenAI APIs • MCP • LLM evals • Coda.io / Coda Packs • FastAPI

RELEVANT EXPERIENCE

Shabby Fabrics | Post Falls, ID

Operations Engineer (Internal Tooling & Automation)

Mar 2023 – Jun 2025

- Led a bulk-upload project end-to-end: built a Coda.io tool that validated and standardized new listings and exported them as CSVs, and led the design and workflow for the ERP's bulk-upload feature that our engineers built. Together, they cut new item batches from ~6 hours to ~1-2 hours per batch (about 20 hours a week saved).
- Owned the move from paper pick lists to barcode scan-to-bin picking, from working the floor, to requirements gathering, testing, hardware setup, and end user training. Picking errors dropped by ~80% and this eliminated an entire sorting step (~160 man hours per week).
- Integrated the Crisp support platform into our operations: built the chatbot and its flows, worked with engineering on custom endpoints and webhooks for self-help features (cutting basic order-status calls by ~10%), wrote custom CSS to match the Crisp knowledge base to our website, and trained the staff to use the system.
- Partnered with product, engineering, customer service, and warehouse teams to turn operational problems into requirements, prototypes, and shipped features.

E-Commerce Web Catalog Manager

Nov 2018 – Mar 2023

- Designed and deployed a company-wide Coda.io project management system tracking ~60 active projects for ~80 users.
- Led five Web Catalog Specialists responsible for product listings and catalog data quality in the e-commerce CMS.
- Created training materials, SOPs, and product-listing standards to support consistent, accurate product data.

Western Governors University | Contract

Coda.io Software Engineer (Contract)

Mar 2025 – May 2025

- Developed the database structure and workflows for internal Coda.io tooling; created prototypes for stakeholder review and A/B testing.

SELECTED PROJECT

Warehouse Ops Agent | Python, FastAPI, React, Claude API, MCP, SQLite

- Claude-powered inventory assistant using SQLModel/SQLite to retrieve live data and propose replenishment tasks requiring human approval.
- Enforces source-location validity, quantity limits, and prevents duplicate open tasks in a tested service layer shared by the agent, REST API, and MCP server.
- Cycle Count Investigator ranks likely discrepancy causes using inventory ledger and pick data.
- 23 code-graded evals (15 agent, 8 investigator) compare Claude models on accuracy, cost, and latency; an early run caught a tool-selection bug whose fix raised accuracy from 93% to 100%.

ADDITIONAL EXPERIENCE

Trader Joe's | Crew Section Lead, Coeur d'Alene, ID

Sep 2025 – Present

- Forecast demand and manage department ordering using sales trends and seasonality to minimize stockouts and waste.

EDUCATION & CERTIFICATIONS

B.S. Software Engineering | Western Governors University, Jun 2023 • ITIL Foundation • CompTIA Project+