

EXPERIENCE

Software Engineer – Dialpad (Remote, Canada)

May 2021 – present

- Developed features on Analytics team for customer-facing Analytics platform on GCP handling millions of requests daily, giving users insights on call center operations, customizable reports, data filtering capabilities
 - Primarily focused on full stack development with Vue and Backbone, implemented Python backend API endpoints to retrieve data from Elasticsearch, with scheduled creation of partitioned tables in BigQuery
- Coordinated to build and iterate on Ai CSAT Analytics feature, enabling call centers to receive AI-predicted satisfaction scores for every call, skyrocketing coverage from 5% to 100%
- Met with AI team to comprehend incoming data structure and limitations, partnered with design team to refine design concepts, aligned with QA to ensure features performed correct behaviours and business logic
- Took ownership of projects as engineer and DRI, driving high-level feature requests to detailed requirements and designs, implementation, testing, and delivery. Led weekly meetings for stand-up, task breakdowns, spike analysis, keeping all stakeholders informed throughout process

Software Developer Co-op – RewardOps (Toronto, ON)

Jan 2020 – Apr. 2020

- Independently developed critical integration with partner to facilitate transactions, allowing users payment and fulfillment of redeemed products
- Collaborated on team of 6 to build Rails backend integrations with partners for e-commerce platform which integrates rewards programs with over millions of transactions, performing 2-week sprints (agile/scrum)
- Presented to senior leadership and sought input for creation of tool to streamline database imports for dev environments, speeding up workflow for all backend developers

Web Developer Co-op – Cognitive Systems (Waterloo, ON)

Jan. 2017 – Apr. 2017

- Initiated development of high-impact customer-facing custom D3.js data visualizations, displayed on front page of web app for users to analyze motion data over time in homes
- Sought input from other teams to improve effectiveness of D3 charts, presented to senior leadership the accessibility importance of using perceptually uniform colourmaps
- Cooperated with team of 3 on Rails app with React frontend
- Wrote RSpec tests reaching >90% code coverage, expanded REST API used by web and mobile apps

EDUCATION

University of Waterloo

April 2021

B.E.S. in Geomatics / Computer Science Minor

- 2018 Work Term Report Award

PROJECTS

Multithreaded A* Pathfinding System: Able to handle pathfinding on millions of path nodes concurrently. Pathfinding jobs are executed on worker threads, using path node data structures stored in native memory. Written in C# with Unity's experimental data-oriented technology stack.

2D Missile Game: Developed using Unity, coded in C#, built on WebGL.

SKILLS

Languages, Libraries & Frameworks

Node, Python, Vue, Elasticsearch, JavaScript, SQL, Looker, GCP, BigQuery, Ruby on Rails, Angular, React, C#, Java,

Other

AWS, Heroku, Agile/Scrum, Git, Bash