

ERIC LU

EricLu.Canada@gmail.com • 647-915-2056 • [GitHub](#) • [LinkedIn](#)

EDUCATION

Wilfrid Laurier University

Honours Bachelor of Computer Science and Honours Business Administration (BSc/BBA) (Sept 2019 – August 2024)

Waterloo, ON

EXPERIENCE

Software Developer

Sept 2023 – Dec 2023

Ingenico

- Working on developing features for Ingenico's **artificial intelligence** conversation project and payment service provider applications in **Javascript, Java, and Kotlin**
- Implemented managing void transaction settings on payment terminals through an AI chatbot, enhancing user control, resulting in a decrease in manual hours required to personalize terminals for clients
- Deployed dynamic bot responses via **API** calls, enabling the chatbot to offer response options aligned with the current terminal's settings, resolving numerous input validation errors

Software Developer

Sept 2022 – Dec 2022

PepsiCo

- Developed a **python** script that downloads thousands of planograms from analytic sites of 15+ retail chains, providing sales teams with up-to-date information on shelf layout, **saving ~20 manual hours every period**
- Created error handlers that permit the PDF format download process to start from a chosen point preventing the complete re-run of the program due to user-side or interface inconsistencies
- Collaborated closely with business teams to troubleshoot and bugfix e-Commerce revenue errors resulting from several program index changes

Business Process Developer/Analyst

Jan 2022 – April 2022

Atura Power

- Led a project to develop a full-stack web app that alerts technicians of key service statuses
- Utilized **SQL** and **RESTful API** to query **Microsoft SQL Server Management Studio** to display real-time power plant updates to the senior leadership team via a **React** front-end on the web application
- Applied **HTTP methods** to successfully enable communication of emergency contact information between the user interface and the database using **NodeJS**

Front-End Developer

May 2021 – August 2021

RBC Epic Founders Program

- Programmed a **responsive front-end** for the Uni-Maps **mobile app** prototype compatible with **Android** and **IOS** which allows university students to find nearby events and classes which **won the "Best Business Idea" 1st Place Prize at the University of Windsor Hackathon**
- Leveraged **Flutter widgets** to implement a working calendar system that creates, stores, and edits new events
- Attended an intensive 12-week startup accelerator program; managed a stipend of \$6,000, interviewed student unions, and spoke to (UI/UX) industry professional to formulate a robust business plan for Uni-Maps

Customer Success Analyst

May 2021 – August 2021

Alcumus North America

- Automated** key processes containing thousands of client data from CRM **Salesforce and Looker** with **VBA, vLookUp** and **Pivot Tables**, increasing efficiency by 3-5 hours per sheet; tool was presented to management

PROJECTS

Study2Gether

May 2022

- Implemented the **Google Maps API** to map the Laurier campus using longitude and latitude markers; integrated into the web app using the **React**; stored authenticated users and new accounts using **Firebase**

SKILLS

Languages: Java, Javascript, Typescript, Python, C, HTML, CSS, Kotlin, Dart, Excel VBA, VB.Net

Technologies: React, MongoDB, Node, Express, MySQL, SSMS, Bootstrap, Firebase, GIT, Figma