

Bailey Leong

SOFTWARE ENGINEER

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PROFILE

Adaptable technical professional passionate about optimizing processes and building systems.

A key project sparked my love for problem-solving, leading me to upskill through log analysis and higher-tier support collaboration.

Now, I'm excited to transition from supporting tech to creating it.

SKILLS

HTML5, CSS, Sass, JavaScript, React.js, Document Object Model (DOM) APIs

Node.js, Express.js, Web APIs, User Authentication, OAuth, GraphQL

Python, SQL, REST APIs, Linux, Bash, Powershell, MySQL, Jest, Enzyme

Heroku, GitHub, WebPack, Shopify Liquid, Splunk

Swift, Xcode, iOS app deployment, App Store optimization, provisioning profiles, certificate management

Sketch, Figma, Blender, Unreal Engine, AutoCAD, User Testing

PROJECTS

Full-Stack Developer | Fridge-Ventory

FEB 2025, BRAINSTATION

- Developed a full-stack grocery tracking app using React, Node.js, and MySQL, enabling users to manage food inventory and reduce waste.
- Integrated Spoonacular API for recipe suggestions, helping users plan meals based on available ingredients.

Full-Stack Developer | Industry Project

FEB 2025, BRAINSTATION

- Worked with a team of six software engineers to build a scalable solution using React, JavaScript, APIs, and MySQL; optimizing workflows and automation. Presented the solution to a team at Microsoft.

Project Manager | Automated Data Retrieval System

JUL 2023 - SHOPIFY INTERNAL PROJECT

- Designed and implemented a scalable automated data retrieval system, increasing operational efficiency by 20%.
- Collaborated across three departments to streamline interdepartmental communication, improving data accessibility.

EDUCATION

BrainStation | Diploma, Software Engineering

NOV 2024 - FEB 2025, TORONTO, ON

Seneca Polytechnic | Diploma, Business - Marketing

SEP 2015 - APR 2017, MARKHAM, ON

EXPERIENCE

Technical Support Specialist | Shopify inc.

JUL 2021 - OCT 2024, TORONTO, ON

- Resolved 130+ merchant issues weekly, maintaining a 98% satisfaction rate.
- Diagnosed complex technical issues using Shopify Liquid, GraphQL APIs, and Splunk, reducing resolution time by 15%.
- Adapted support strategies for a diverse global merchant base, improving communication efficiency across different technical backgrounds.
- Collaborated with developers and product specialists to enhance troubleshooting processes and escalate high-impact feature requests.

Store and Wholesale Account Manager | Vapemeet Inc.

AUG 2018 - JUN 2021, MISSISSAUGA, ON

- Increased repeat business through strong client relationships.
- Provided actionable insights and revamped account management workflows, boosting team productivity by 15%.

Social Media and Registration Coordinator | FITC Events

APR 2015 - MAY 2021, TORONTO, ON

- Managed event promotion, increasing engagement by 25% through strategic campaigns.
- Organized seamless registration processes, ensuring exceptional customer experience during live events.