

# Jacky LAI

Full Stack / DevOps Developer | jackylai327@gmail.com

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[github](#) | [linkedin](#) | [personal website](#)

## SKILLS

Programming Languages	Python   HTML   CSS   JavaScript   Swift   SQL   PHP
Libraries/Tools	React.js   Vue 3   SwiftUI   Node.js   Express.js   Git   Figma   GitHub Actions   GCP   AWS
Languages	Mandarin [Native]   English [Bilingual]   Thai [Intermediate]   Spanish [Beginner]

## PROFESSIONAL EXPERIENCE

### PSS Group - DevOps Engineer

Sep 2024 - Present

PSS Group is a publicly traded OTC company, specialising in smart and sustainable parking solutions, with operations spanning over 2,000 car parks across hotels, hospitals, shopping centres, and more.

- Served as the Directly Responsible Individual (DRI) for the company's **Google Cloud Platform** infrastructure and **Kubernetes** clusters, co-leading their management and optimisation.
- Led the design and development to a high-performing visitor access system tailored for fintech enterprises using **Figma** and **Vue3**
- Authored and managed a dashboard service for system monitoring and real-time alerts, significantly improving workload efficiency and user satisfaction scores by 40%, built with **Vue3** and **Express.js**, and deployed with **Google Kubernetes Engine** and **GitHub Actions**
- Trained and mentored co-workers in web development, leading them to successfully manage and refactor an enterprise-level Vue + Node application

### Muse Scene Lab - Front-end Developer Placement

July 2023 - Nov 2023

Muse Scene Lab develops cutting-edge VR/XR/AR platforms to revolutionise music education and orchestra rehearsals.

- Developed and optimised a canvas-like responsive web app using **React** libraries, translating **Figma** designs into functional, interactive user interfaces for music institutes across numerous Latin American countries.
- Directed a team of three front-end developers with the **Kanban** methodology, achieving 100% of sprint goals through effective weekly stand-up meetings and task prioritisation.
- Earned recognition for **accurate implementation** of features and **meticulous documentation**, leading to seamless team onboarding and future scalability from the CTO.

### Dcard - Production QA and Market Research Internship

Oct 2021 - Feb 2022

Dcard is a leading online platform with over 18 million active users monthly, offering innovative services in dating, forums, e-commerce, and online gaming.

- Localised the app into English with precision, leveraging **i18n** and **Lokalise** to expand accessibility of over millions of English-speaking users.
- Tested and validated new features by capturing API requests/responses with **Postman**, testing new features by carefully checking API responses, and delivering detailed bug reports, accelerating issue resolution by 30%.
- Conducted in-depth research on potential markets in Southeast Asia and Latin America, identifying key regions with a combined market size of over 100 million users for expansion.
- Earned commendation from the manager and HR for being **efficient** and delivering results ahead of deadlines.

## EDUCATION

### Bachelor of Information Technology | GPA: 3.4 / 4.0

Feb 2021 - Dec 2023

RMIT University - Melbourne City Campus

- Graduated with Distinction
- Selected as a peer mentor for five courses over two years, based on achieving top 20% grades in each course

#### Notable Courses

User-Centred Design | Fullstack Programming | System Deployment and Operations | Software Engineering  
Project Management | iPhone Software Engineering | Practical Data Science | Programming Project 1

## NOTABLE PROJECTS

*A modern style personal web portfolio built with **React**.*

### UniChat | [GitHub](#)

Aug 2023 - Oct 2023

*Online Forum iOS App for Australian Uni Students, built with **Swift**, **SwiftUI** and **Core Data**.*

### CICD Deployment | [GitHub](#)

Mar 2023 - Apr 2023

*Automated Deployment Project with **GitHub Actions**.*

### Loop Agile Now | [GitHub](#)

Apr 2022 - Jun 2022

*Twitter Inspired Node/React Web App. Built with **React**, **Node/Express** and **MySQL**.*

## ACHIEVEMENTS AND CERTIFICATIONS

- Scholarships** - Science, Engineering and Health Scholarship 2021
- Awards** - Global Leader Experience 2021
- Certification** - AWS Academy Graduate - AWS Academy Cloud Foundations